

# LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM



## SAFETY MANUAL

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## **SAFETY PROGRAM FOR LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM**

Legislation establishing the Office of Risk Management and the Bureau of Risk Analysis and Loss Prevention (R.S. 39:1543-1544) requires the development of a comprehensive loss prevention program. It further requires the Louisiana Community and Technical College System to establish a safety program with input from the employees by adopting rules and regulations governing safety practices unique to each campus.

Under the authority of this legislation, the LCTCS has prepared and will continue to evaluate, revise, adopt and enforce such rules, regulations, and practices as are deemed necessary for the safety, protection, and well-being of both the employees of the LCTCS and the general public when in contact with the LCTCS.

### **OBJECTIVES**

The objectives of the safety program for the LCTCS are as follows:

- ❖ to protect the health, safety, and well-being of employees in the LCTCS through an awareness of safety: How the safety program can benefit the employees; and
- ❖ to lower the total cost to the State of Louisiana and the LCTCS by reducing Workmen's Compensation payments, leave pay to injured employees, lost productivity, etc.

### **PROGRAM PLANNING**

The Safety Program for the LCTCS is divided into two phases: General and Specific.

The General Phase is aimed at the elimination of accidents that occur with significant frequency and that are assignable to a particular operation, process, or activity due to unsafe acts and/or conditions. Accidents and injuries concentrated in any particular area or section will be handled in this phase.

Program activities designed to reduce these types of accidents will include:

- ❖ Safety meetings;
- ❖ inspections aimed at the correction of unsafe conditions and practices;
- ❖ employee training programs;
- ❖ general use of educational materials; and
- ❖ accident investigations to identify cause.

The Specific Phase will be aimed at finding and correcting hazards within specific operations. Safety engineering and administrative procedures will be used to eliminate or reduce these hazards to the greatest extent possible.

## **GENERAL SAFETY**

The regulatory and enforcement body of the safety program for the Louisiana Community and Technical College System and its functional parts shall be the Safety Committee. The Safety Committee shall be composed of the following:

- ❖ **LCTCS System President or his designee**
- ❖ **Safety Coordinator**
- ❖ **Personnel Director**
- ❖ **Risk Management Supervisor**
- ❖ **LTC Safety Representative**
- ❖ **Community College Safety Representative**

The **LCTCS President** has administrative responsibility for the safety program. Specifically, he will:

- ❖ establish a policy statement regarding accident prevention, a statement that will set out the need for accident prevention and local policy regarding the prevention program;
- ❖ assign responsibility for accident prevention, including describing the duties and responsibilities of the Directors, line supervisors, and employees;
- ❖ appoint a safety coordinator;
- ❖ establish realistic goals and periodically revise them to insure continuous and maximum effort; and
- ❖ evaluate the results of the program annually.

The **Safety Coordinator** will function in a staff capacity under the President. His duties will be clearly defined so as not to conflict with the President's responsibility for safety. The Safety coordinator, will fulfill a useful staff function by:

- ❖ recommending the adoption of overall safety policies to the President;
- ❖ participating in the development of safety training programs;
- ❖ reviewing accident statistics and injury reports in order to identify accident trends and to make recommendations for correction; and
- ❖ Reviewing specific injury case histories where warranted.

The Campus Directors have responsibility for:

- ❖ stimulating interest in safety;
- ❖ establishing procedures for accident reporting;
- ❖ preparing periodic reports indicating the status of accident prevention efforts;
- ❖ developing safety education programs;
- ❖ providing leadership in safety related matters on each campus;
- ❖ reviewing the accident reports and providing assistance with investigations as needed; and
- ❖ assisting with safety inspections.

Each Campus Director, must accept the responsibility for the accident record for his/her campus. Since Directors are generally supervisors of other supervisors, they must influence employee safety through intermediaries and provide the stimulus necessary to keep line supervisors active in their accident prevention efforts.

The duties of the Directors are given in the context of accident prevention but will be applied to all areas of administrative responsibility as follows:

- ❖ communicate the President's goal to line supervisors;
- ❖ observe, evaluate, and counsel with line supervisors and retrain where indicated;
- ❖ select and train new supervisors;
- ❖ review all accident reports and investigate where necessary;



- ❖ conduct regularly scheduled safety inspections;
- ❖ correct unsafe conditions;
- ❖ establish Campus safety training programs; and
- ❖ communicate Campus safety problems to management.

No one can influence employee behavior so completely as the first line supervisors. It is pertinent that this level of supervision respects the proposition that the first line supervisor is responsible for the elimination of accidents among workers. These persons will be expected to:

- ❖ stimulate interest in safe work habits through personal example;
- ❖ supervise and evaluate employee performance related to safety;
- ❖ observe and correct unsafe employee acts through training and, if necessary, disciplinary measures;
- ❖ inspect work sites for unsafe conditions and see that they are corrected;
- ❖ report and investigate all employee injuries; and
- ❖ implement a safety training program, including new employee orientation and retraining of workers with tenure, if necessary.

With special reference to safety, employees will be required to:

- ❖ perform their jobs in accordance with established safe procedures, recognizing their responsibility for their own safety and that of fellow employees;
- ❖ report all injuries;
- ❖ report all observed hazards; and
- ❖ actively participate in the safety program.

## **DUTIES OF CAMPUS DIRECTORS**

The Campus Director is in overall charge of all fire drills, reports of bomb threats, or other activities during an emergency. When the existence of an emergency has been established, the Director will immediately proceed to his predetermined emergency command post. The command post will be designated by each Campus Director and disseminated to all employees. He will then give specific instructions on stairwells to be used, evacuation of disabled personnel, and other pertinent details. The Campus Director will appoint Chief and Floor monitors of each campus.

### **DUTIES OF CHIEF AND FLOOR MONITORS**

The duties of the chief and floor monitors shall be as detailed below.

- ❖ The floor monitors are authorized to ensure that the procedures of the Emergency Evacuation Plan are adhered to by all personnel.
- ❖ The chief monitor will be the last to leave the floor after he/she has checked all area, including the restrooms.
- ❖ The chief monitor will assign one assistant to remain with disabled personnel in the stairwells.
- ❖ All monitors will wear identification badges and take flashlights to all drills.
- ❖ Monitors will attend all meetings called by the Director and the Safety Coordinator concerning emergency evacuation.
- ❖ All monitors will evacuate at least 300 feet away from the building and will ascertain that all streets and driveways are clear.
- ❖ All monitors will ensure that aisles, corridors, and exit doors remain free from obstructions at all times. Any obstructions should be reported to the Director and the campus maintenance personnel.
- ❖ All monitors will ensure that fire extinguishers, hoses, and other safety appliances remain free from obstruction.
- ❖ Monitors will check all conference rooms to see that visitors go to the stairwells.
- ❖ The chief monitor will coordinate the formulation of plans and procedures with all sections located on his/her assigned floor, not only for security of personnel but also for the safety of valuable documents.
- ❖ All monitors will inform new employees of the emergency safety program and organization and give them necessary instruction as to their duties during an emergency.
- ❖ Periodic emergency evacuation drills shall be held to familiarize all personnel

with procedures and conduct during drills. Emphasis shall be placed upon orderly evacuation, proper discipline, and action not speed. No running or horseplay will be permitted. Monitors shall make sure that all personnel in the building actually participate in the drill. Fire alarm facilities shall be used regularly in the conduct of fire drills. Fire drills will not include any actual fire extinguishing operations.

## **RULES FOR SAFETY**

The establishment of a set of safety rules does not, by itself, guarantee a low accident rate. Safety rules will help to identify the more serious hazards, assist in focusing the attention of employees and supervisors on these hazards, and provide guidelines for avoiding injury. Safety rules will neither eliminate the need for continuous safety training nor reduce the importance of the supervisor's role in accident prevention.

The following safety rules shall apply to all employees of the LCTCS:

- ❖ Smoke only in approved areas.
- ❖ If you smoke, be sure that all cigarettes and matches are extinguished before you leave. Never empty ashtrays in trashcans before checking to see that all cigarettes and matches are out.
- ❖ Alcoholic beverages, illegal drugs, or unauthorized medically prescribed drugs will not be tolerated in the work place.
- ❖ Before beginning work, notify your supervisor of any permanent or temporary impairment that may reduce your ability to perform in a safe manner.
- ❖ Use personal protective equipment to protect yourself from potential hazards that cannot be eliminated.
- ❖ Operate equipment only if you are trained and authorized.
- ❖ Inspect the workstation for potential hazards and ensure that the equipment or vehicle is in safe operating condition before using it.
- ❖ Immediately report any recognized potentially unsafe condition or act to your supervisor.
- ❖ If there is any doubt about the safe work method to be used, consult the supervisor before beginning work.
- ❖ Immediately report accidents, potential hazards, and property damage to a supervisor, regardless of the severity.

- ❖ Supervisors should obtain special safety permits when required. Examples of conditions requiring special safety permits are work with hot objects and work in confined spaces.
- ❖ Follow recommended work procedures outlined for the job, including safe work methods.
- ❖ Maintain an orderly environment and work procedure. Store all tools and equipment in a designated place. Put scrap and waste material in a designated refuse container.
- ❖ Report any smoke, fire, or unusual odors to your supervisor.
- ❖ Use proper lifting techniques. For objects exceeding 50 pounds in weight, specific methods for safe lifting must be determined by the immediate supervisor.
- ❖ Never attempt to catch a falling object.
- ❖ If your work creates a potential slip or trip hazard, correct the hazard immediately or use safety tape to tag the area before leaving it unattended.
- ❖ Fasten restraint belts before starting any motor vehicle.
- ❖ Obey all driver safety instructions.
- ❖ Comply with all traffic signs, signals, markers, and persons designated to direct traffic.
- ❖ Know all rules regarding first aid, evacuation routes, and fire department notification.
- ❖ Assist and cooperate with all safety investigations and inspections and assist in implementing safety procedures as requested.
- ❖ Walk. Do not run! Use the handrail while ascending or descending stairs.
- ❖ Electrical cords present hazards. Do not allow cords to extend across doorways, aisles or other walkways. When removing plugs from receptacles, grasp plug, not cord.
- ❖ Check all electrical cords to ensure that the wires are not frayed and that plugs are secure.
- ❖ A good worker is a safe worker. Be sure you know the safe way to perform

any job given to you. If there is any doubt, ask your supervisor.

- ❖ General Safety Procedures for all office employees of the Louisiana Community and Technical College System are listed below:
- ❖ Before leaving for the day, be sure that all electrical appliances, typewriters, calculators, and etc. are turned off.
- ❖ Where stoves, hot plates, and microwaves are used, be sure to check that all units are turned off after usage.
- ❖ Never stand on a chair or stool equipped with coasters to reach objects on high shelves or bookcases. Step stools and ladders are available for this purpose.
- ❖ When using file cabinets, do not open more than one drawer at a time; the added weight can overturn the cabinet. Do not walk away and leave file drawers or desk drawers open.
- ❖ Keep your work area clear of objects or debris that could cause someone to trip or fall.
- ❖ When operating copiers or other machines with automatic feeds, be careful of ties, scarves, or other apparel that might become entangled in the machine or appliance. Do not attempt to clear copiers unless you are qualified to do so.

## **SAFETY INSPECTION CHECKLIST**

A safety inspection checklist must be completed at least once per month during each fiscal year. Corrective actions on each hazards identified must be completed within 30 days of identification or sufficient justification as to why the hazards cannot be corrected must be maintained on file.

<b>EMERGENCY EVACUATION</b>	
<b>OFFICE</b>	<b>TELEPHONE NUMBER</b>
Safety Coordinator - Anthony Brown	(225) 219-8796
Capitol Police	342-6528 or 342-6526

Fire Department	911 or 383-4425

## **EMERGENCY EVACUATION PLAN**

This Emergency Evacuation Plan is for the benefit of all personnel, who should study and follow the plan in case of an emergency.

Each floor will have a Chief Monitor who will have at least two assistants. The monitor will direct, enforce, and have full charge of the evacuation of all personnel on his/her assigned floor during the period of emergency. The names of all monitors will be posted on the hall directory of each floor.

Near each stairwell there is a fire alarm switch, which should be activated in case of fire. There are two fire extinguishers on each floor. All persons should know where these are located. Each person should learn the floor plan of his floor; this procedure will be necessary in case of a smoke-filled building.

Disabled persons should always advise their floor monitors of their conditions. To wait until there is an emergency could cause problems. Monitors will maintain a current list of all disabled persons on their floor.

When an alarm sounds, everyone except the disabled will evacuate the building; there will be no other exceptions. **THIS IS STATE LAW.** Monitors will submit their written reports about persons who fail to comply.

Monitors will see that the Emergency Procedures are adhered to in case of an emergency evacuation. Any accidents/incidents should be reported to the Chief Monitor.

## **OTHER EMERGENCY SITUATIONS**

When conditions arise which may require evacuation or shelter in place at the Louisiana Community and Technical College System Campuses due to circumstances not already addressed in this manual, the following steps shall be followed by appropriate personnel. Shelter in place is a situation where employees must remain in the building until conditions are such that they may depart from the building.

Upon receiving notification, or updates concerning an emergency situation, the Campus Director shall inform the LCTCS Safety Coordinator who shall inform the President or his designee.

The Safety Coordinator shall make and remain in contact with the Governor's Office and/or the Emergency Preparedness Command Center for status reports regarding the situation, i.e., chemical leak.

The floor safety monitors will be notified by the Campus Director of such developments as they occur in order that they may inform their respective offices. Campus personnel are requested *not* to call the Safety Coordinator or the president. The Campus Director and floor monitors shall be used for information dissemination.

Campus employees, not on leave, shall remain in the building until the Director or his designee has made an official determination regarding evacuation or shelter in place.

Once the President has received official notice regarding an evacuation or shelter in place from the Governor's Office, or if the President decides to evacuate on his own authority, all campus staff will be notified by the Director or his designee. The floor safety monitor(s) will then assist in disseminating such information.

Employees with physical or special health conditions may use annual leave if, in their judgment, their health is in danger; provided, a shelter in place has not been ordered.

**WHEN AN EVACUATION HAS BEEN DECLARED, ALL EMPLOYEES ARE TO LEAVE THE BUILDING IN A SAFE AND ORDERLY MANNER. NO ONE WILL BE ALLOWED TO STAY WITHIN THE BUILDING FOR ANY REASON.**

## **BOMB THREAT POLICY**

**ALL BOMB THREATS SHALL BE REPORTED TO THE SAFETY COORDINATOR IMMEDIATELY!**

Louisiana Community and Technical College System recognizes the possibility of telephone, written, or oral threat of personal injury or damage to the facility through the placement of a bomb or detonating device on the facility premises. This policy establishes procedures to be followed in the event of a bomb threat, the discovery of a suspicious looking object, or a bomb explosion. It will be the policy of Louisiana Community and

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Technical College System to provide maximum protection for its personnel and property while maintaining order, avoiding panic, and continuing the normal functioning of the office.

### **Definition of Bomb**

A bomb, for the purpose of this policy, is an explosive or flammable device that, if detonated or otherwise triggered, may cause fire, injury, destruction, or panic.

### **Procedures**

Any employee of the Louisiana Community and Technical College System who answers a telephone may receive a bomb threat call and should be prepared to react immediately. Supervisors should brief their employees with this policy and procedure.

### **Receipt of Warning**

The employee receiving the call should try to prolong the conversation as long as possible in an effort to gather more information and write notes of the following:

- ❖ how the notification was received
- ❖ the date of the call
- ❖ the time the call was received
- ❖ the exact message
- ❖ where the bomb is located at that time
- ❖ when the bomb is scheduled to explode
- ❖ what kind of bomb it is
- ❖ what the bomb looks like
- ❖ why the bomb was placed in the building
- ❖ distinguishing voice characteristics such as accent, pronunciation, etc.,
- ❖ the caller's state of excitement and/or his/her attitude; and
- ❖ the caller's familiarity with the facility as indicated by his/her descriptions of locations
- ❖ The employee receiving the call will notify his/her supervisor, who in turn will notify the Safety Coordinator.

### **Response to Warning**

- ❖ When the President or his designee has received the basic details of the bomb threat, he/she will notify the police (911).
- ❖ The President or his designee, and the police will gather the facts, assess the situation, and make a decision concerning the search procedure.

### **Search**

- ❖ If a specific location was mentioned by the person making the threat, the



President or his designee and the police will designate where and how the search will be conducted. DO NOT ALLOW searchers to continue looking once the actual explosion is imminent. Clear the area which the caller indicated at least fifteen minutes before and until fifteen minutes after the time he/she said the bomb would detonate.

- ❖ If no specific location is mentioned, the police will not have sufficient manpower to conduct an adequate search within a reasonable period of time. In that event, Supervisors will be notified and made responsible for the initial search in each assigned area.

### **Basic Safety Rules for Bomb Search Operations**

- ❖ Never have more searchers than absolutely necessary.
- ❖ Use a maximum of two searchers per room, or for an area up to 250 square feet.
- ❖ Never assume that only one device has been planted. Continue searching operations until the whole area has been cleared.
- ❖ Clearly mark and report areas searched and cleared. Tag cleared area with appropriate signs in green ink.
- ❖ Clearly mark and report areas found hazardous. Tag hazardous areas with appropriate signs in red ink.
- ❖ Basic principle: Trust nothing and assume nothing is safe. Searchers should remain alert. A bomb can be concealed in almost any innocent looking article. When members of the police department are searching an area, the Supervisors familiar with the area will accompany the police.
- ❖ If a suspected bomb is located:
  - **DO NOT MOVE IT OR TOUCH IT;**
  - Clear the area 200 feet in all directions immediately above and below;
  - Open windows;
  - Close fire doors; and
  - Seal off areas and gather both water and Carbon Dioxide fire extinguishers, located on each floor.

### **Evacuation**

- ❖ If the Director has determined it to be advisable, partial evacuation of visitors and non-essential personnel may be directed.
- ❖ Partial or total evacuation will be made only by the joint decision of the Director and the police.
- ❖ The same area used for fire will be used as a staging area in event of a partial or total evacuation.
- ❖ Walk out of the building in a quiet manner. Do not cause other people to panic by running.
- ❖ Do not use elevators when you evacuate.
- ❖ Leave drapes, doors, and windows open.

## **Reports**

- ❖ After a thorough search of all areas has been completed, all floor monitors will report to their Chief Monitor, who will in turn report to the President or his designee indicating the results of the search.
- ❖ Each Supervisor will prepare a written, comprehensive report to the Safety Coordinator(s) outlining any difficulties encountered during the incident.
- ❖ The President or his designee will alert other agencies as needed:
  - \*EMS
  - \*State Police
  - \*Sheriff's Department
  - \*Fire Department
  - \*Other State Agencies
- ❖ The President or his designee will ensure that the Bomb Search Report has been completed.
- ❖ Supervisors will help maintain order, prevent panic, provide for safety of personnel, and avoid destruction of facility property.

## **Revisions**

Any changes or additions to these policies and procedures will be issued from the LCTCS.

## **NATURAL DISASTERS**

The following are some suggested procedures for handling natural disasters such as  
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hurricanes, floods, or tornadoes.

- ❖ **DO NOT** enter disaster areas, unless it is absolutely essential.
- ❖ Do not take lanterns, torches, or lighted cigarettes into buildings that have been flooded or damaged. There is always the possibility of leaking gas lines or flammable materials.
- ❖ Do not touch fallen or damaged electric wires.
- ❖ Upon discovering a leaking gas line, immediately leave the area.
- ❖ Formulate plans to isolate people from potential hazards.
- ❖ Identify the disconnecting switch or master control valves for utility services and make them accessible.
- ❖ When a tornado warning is issued, take shelter *immediately*. The warning indicates that a tornado has been sighted in the area. Protect yourself from falling objects and flying debris. The best protection is an underground shelter or ditch or a steel-framed or reinforced-concrete building. **If no shelter is available, go to an area designated by the President or his designee or the lowest floor in the building.**
- ❖ Avoid glassed-in areas.
- ❖ Use the same stairwell movement procedures as used for a fire drill.

## **ACCIDENT DOCUMENTATION AND REPORTING**

When an accident involving injury, however minor occurs on the job, it should be reported in accordance with instructions and on forms specified below. These forms may be obtained by calling the Safety Coordinator at (225) 219-8796.

- ❖ Complete an Office of Risk Management Incident Reporting Form (Form DA2000). This form should be completed within twenty-four (24) hours of the occurrence.
- ❖ Should medical attention be procured, it becomes necessary for the injured person to complete the Employer's Report of Occupational Injury or Disease Form (E-1) within ten (10) days.
- ❖ Employees who are seen by a physician should refer that medical provider to the Campus personnel office for verification of the on-the-job injury. (Form 1973)
- ❖ Should medical attention be required, an employee or his/her designee must complete the employee portion of an Authorization for Initial Medical Treatment Form.
- ❖ Before an employee receives Worker's Compensation for loss time, the employee must have lost seven (7) consecutive days of work. Beginning on the eighth (8<sup>th</sup>) day of loss of time, Worker's Compensation will reimburse loss of time at 66-2/3%.

Accidents without injury should be reported to the Campus Director to include any or all potential hazard.

### **Accident Investigation " | 2**

In addition to reporting accidents with injury, all accidents must be reported to the Campus Personnel Office.

### **Analysis of Accidents**

The purpose of reporting and investigating, in addition to meeting regulatory obligations, is to provide basic data for analysis of accidents and near-accidents. The Safety Coordinator will review accident reports and records of accidents, which will be provided by the Supervisors, as the core of information for their activities. These analyses may be used for, but not be limited to, the following purposes:

- ❖ Creating an interest in safety among supervisors by furnishing them information pertaining to accidents occurring in their areas of activity.

- ❖ Determining, by analysis, principle accident causes and sources so that prevention efforts can be concentrated where the largest reductions can be achieved.
- ❖ Alerting supervisors to the most frequent unsafe practices and conditions so they may use their time and effort to the greatest advantage.
- ❖ Evaluating the total safety program by comparison with past performance and with other units.

## SAFETY INSPECTION

Each floor monitor shall complete and have on file a Safety Inspection Form by the end of each quarter of the current calendar year. A master copy of this form is provided herein.

WORKPLACE SAFETY INSPECTION FORM					
Location (Office):		Date:		Time:	
Inspection Team Members:					
INSPECTION CHECKLIST					
<b>Directions: Draw a circle around the appropriate letter, using the following letter code:</b>					
S - Satisfactory (needs no attention)					
A - Acceptable (needs some attention)					
U - Unsatisfactory (needs immediate attention)					
NA - Not applicable to this situation					
When the letters <b>A</b> or <b>U</b> are circled, descriptive comments or recommendations should be provided at the end of the form in the appropriate space.					
At the end of this form, in the proper space, list any unsafe conditions or unsafe acts that you saw during the inspection that were <b>NOT</b> addressed in the standard checklist.					
Items Inspected		Condition			
1. Machines, benches, tables, and other equipment are arranged so as to conform to good safety practices.		S	A	U	NA
2. Tables and benches are free of unnecessary clutter.		S	A	U	NA
3. Condition of aisles and walkways (tripping hazard)		S	A	U	NA
4. Condition of floors		S	A	U	NA
5. Condition of walls, windows, doors and ceiling		S	A	U	NA
6. Lighting is adequate, safe, and well placed.		S	A	U	NA
7. Ventilation is adequate and proper for conditions.		S	A	U	NA
8. Temperature control		S	A	U	NA
9. Fire extinguishers are of proper type, adequately supplied, properly located, and maintained.		S	A	U	NA
10. Number and location of exits are adequate and properly identified.		S	A	U	NA
11. There is adequate and proper storage space for tools and materials.		S	A	U	NA
12. Tool, supply, and/or material room are/is in orderly and safe condition.		S	A	U	NA
13. Sufficient scrap boxes and trashcans are provided.		S	A	U	NA

**WORKPLACE SAFETY INSPECTION FORM**

Items Inspected	Condition			
14. Floors are free of oil, water, and foreign material.	S	A	U	NA
15. Machines and equipment are in safe working condition.	S	A	U	NA
16. Condition of electrical cords on equipment.	S	A	U	NA
17. All equipment control switches are easily available to operator.	S	A	U	NA
18. There is a master control switch for all of the electrical installations.	S	A	U	NA
19. Electrical outlets and circuits are properly identified.	S	A	U	NA
20. All electrical extension cords are in safe condition and are not carrying excessive loads.	S	A	U	NA
21. All machine switches are within easy reach of the operators.	S	A	U	NA
22. Individual cut-off switches are provided for each machine.	S	A	U	NA
23. No temporary writing is in evidence.	S	A	U	NA
24. The proper kind of apparel is worn for the job being done.	S	A	U	NA
25. Safety posters or safety signs are displayed.	S	A	U	NA
26. An adequately stocked first aid kit is provided.	S	A	U	NA
27. Appropriate warning signs are posted.	S	A	U	NA
28. Employees know the proper procedures to follow in the event of fire or other catastrophe including notification of authorities and evacuation of the building.	S	A	U	NA

**CORRECTIVE ACTION:**

**DATE OF ACTION:**

## ACCIDENT INVESTIGATION FORM “\12

<b>CAMPUS:</b>		<b>DIRECTOR:</b>	
<b>LOCATION:</b>		<b>MONTH:</b>	<b>YEAR:</b>
<b>A</b> ACCIDENT DATE:	TIME: A.M.	ACCIDENT REPORTED:	TIME: A.M.
	P.M.		P.M. _____ : _____
NAME OF INJURED:	SUPERVISOR AT TIME OF INJURY	WORK LOCATION (FIELD):	
TITLE OF INJURED:	SIMILAR INCIDENT BEFORE?	MED. TREATMENT REQUIRED?	
	SAME INDIVIDUAL - YES NO WHEN SAME LOCATION - YES NO WHEN SAME OPERATION - YES NO WHEN	DOCTOR SEEN? YES NO	
WHAT EQUIPMENT WAS INJURED USING?	WITNESS OF ACCIDENT:	STIMULATED DAYS RESTRICTED:	
		LOST TIME: YES NO	
ESTIMATED DAYS LOST: _____			
<b>B</b> EMPLOYEE'S DESCRIPTION OF ACCIDENT (WHO ASSIGNED JOB, WHOSE EQUIPMENT USED)			
<b>EMPLOYEE'S SIGNATURE:</b>			
<b>C</b> UNSAFE ACTS (WHAT WAS DONE UNSAFELY?)		UNSAFE CONDITIONS (WHAT WAS UNSAFE?)	
WHY WERE ACTS COMMITTED?		WHY DID CONDITIONS EXIST?	
<b>D</b> UNSAFE ACTS (HOW CONTROLLED?)		IMMEDIATE ACTION TAKEN TO PREVENT RECURRENCE	UNSAFE CONDITIONS (HOW CONTROLLED?)
LONG RANGE ACTION TO BE TAKEN (BY WHOM AND WHEN?)			
WHAT CAN WE TELL OTHERS TO PREVENT A SIMILAR ACCIDENT?			
WHAT ADDITIONAL ASSISTANCE IS NEEDED TO PREVENT RECURRENCE?			
REPORT PREPARED BY:		REVIEWED BY:	
<b>AL-1-86 STATE OF LOUISIANA</b>			



## PROPERTY RESPONSIBILITY

- ❖ All employees of the Louisiana Community and Technical College System are responsible for safeguarding property belonging to LCTCS. Whenever an employee has knowledge of or reason to believe property belonging to the System has been lost, stolen, damaged, or destroyed through vandalism, fire, windstorm, or other Acts of god, he/she shall immediately notify his/her supervisor. The supervisor shall immediately notify the Property Control Manager and follow up with a written report.
- ❖ It is the responsibility of the Property Control Manager to assure that State Property Control procedures are followed throughout the LCTCS.
- ❖ Each Director will designate an individual within his/her Campus to be responsible for the overall inventory. The Property Control Manager will be responsible for tagging, surplus, and taking physical inventory. **(The Property Manager is responsible for certifying the inventory annually).**
- ❖ Each Property Manager should require each employee to keep a list of the State tagged items for which he/she is responsible. Maintaining this list will help considerably during annual inventory to “pinpoint” property to its proper location should it be moved during the year.
- ❖ When any property is entrusted to an employee the Property Control Manager shall secure a receipt for such property from the employee receiving the property. Upon return of the property, he/she shall return the person’s receipt.
- ❖ If property has been stolen, the local police should immediately be notified. A report must be made on the item(s) stolen. This report, along with other pertinent information (description of item, tag number, serial number, etc.) should then be forwarded to the Property Control Manager.

## INVENTORY REPORTING

- ❖ All items of moveable property having an acquisition cost of one thousand (\$1000) dollars or more and other property having an appraised value of one thousand (\$1000) dollars or more must be tagged and placed in inventory. The term “moveable” distinguishes this type of equipment from that which is attached as a permanent part of the building or structure.
- ❖ Upon receipt of property the Property Control Manager will assign the tag numbers to the items.
- ❖ The Property Control Manager will tag the property accordingly and will also mark the tag number on the item with an indelible ink. The tag is to be placed in a position that is easy to see. Do not place the tag in a position on a disposable part of the item. It is of utmost importance that the correct tag be placed on the correct item, as these tags cannot be reused.

- ❖ If the item cannot have a State of Louisiana identification tag placed on it for any reason (item too small, cloth, leather, etc.), the tag should be kept on file and the identification number written on the item with an indelible ink.

The Property Control Manager will transmit the information to the State Master File.

### **CERTIFICATION**

After reconciliation of inventories, the Property Control Manager will forward the necessary documents to the State Property Control and Assistance for certification of Moveable Property.

### **REFERENCE**

LA Revised Statute 39:324-325.

## **INTRODUCTION**

The Bonds and Crime Loss Control Program has been developed to protect the Louisiana Community and Technical College System from financial and/or property losses resulting from any act and/or omission by any employee in the performance of his/her respective duties.

The purpose of the Bonds and Crime Comprehensive Loss Control Program is to:

- ❖ Assign responsibility for developing and managing fiscal controls in the Louisiana Community and Technical College System.
- ❖ Establish each individual's accountability for the performance of his/her duties in compliance with the agency's internal fiscal control program.
- ❖ Reduce the System's exposure and losses and to safeguard its assets.
- ❖ Maintain the public's confidence in the officials', appointees' and employees' ability to conduct the System's business in an honest and professional manner.
- ❖ Protect assets against robbery and safe robbery.

## **PROGRAM GOAL**

The Bonds and Crime program is to provide a comprehensive system of internal fiscal controls that will assign responsibility and accountability for performance of duties by employees at the lowest possible cost in the Louisiana Community and Technical College System.

## **BONDS AND CRIME COVERAGE**

### **Fidelity Bonds : (Mandatory)**

- ❖ The employees' Faithful Performance Blanket Bond covers loss sustained by insured because of dishonest or fraudulent acts of employees. "Faithful Performance" provides coverage for loss caused by failure of employee to perform duties faithfully. This bond is required by the Legislative Auditor. There is a \$250 deductible for this coverage. Coverage is provided against loss through forgery or alteration of checks drawn by the insured. There is a \$250 deductible for this coverage.

### **Property Manager Bond: (Mandatory)**

- ❖ This bond covers dishonest or fraudulent acts of failure to perform duties faithfully, in connection with the handling and control of the Department's property, resulting in loss to insured. This bond is required by revised statutes. There is a \$250 deductible for this coverage. This exposure is covered by Fidelity Bonds above.

**Notary Bond : (Mandatory)**

- ❖ This bond guarantees that a notary public will comply with applicable law and regulations. This bond is required by revised statute. There is a \$250 deductible for this coverage. This exposure is covered by Fidelity Bonds above.

**Postal Bond : (Mandatory)**

- ❖ This bond guarantees that a post office contract, branch, or station located at a university or college shall faithfully discharge all duties required under rules and regulations of the U. S. Post Office Department. It must account for delivery, and pay over monies, mail matters, and other properties that come in its possession to the proper post office official. There is no deductible for this coverage.

**Public Official Bond: (Mandatory)**

- ❖ Such a bond is required by law for persons elected or appointed to fill positions of trust. It protects against dishonest and fraudulent acts as well as a person's failure to perform duties required. There is a \$250 deductible for this coverage. This exposure is covered by Fidelity Bonds above.

**Crime - Inside and Outside Premises; ;Money and Securities: Depositors, Forgery (Usually Secured by Combination Crime Policy): (Mandatory)**

- ❖ This policy covers all perils except those that are excluded by the policy on money and securities within premises and outside premises while conveyed by messenger. Property other than money and securities are insured against robbery (not theft) or safe burglary. Coverage is provided against loss through forgery or alteration of checks drawn by insured. There is a \$250 deductible for this coverage.

## **POLICIES AND PROCEDURES FOR THE LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM**

- ❖ Establish a bank account with dual signatures on checks.
- ❖ Do not allow an advanced signature on checks. Do not sign blank checks. Expenditures should be supported with invoices.
- ❖ Maintain checks, receipts, etc., in a secure location and make all deposits in a timely manner.
- ❖ Maintain a current balance of operating funds (book balance).
- ❖ Require someone other than the person receiving funds or writing checks to reconcile the bank and book accounts monthly.
  - Determine that all checks are pre-numbered and accounted for;
  - Investigate checks that are made payable to individuals and/or cash; and
  - Determine whether voided checks have been accounted for and mutilated.
- ❖ Always separate the functions of receiving and depositing monies.
- ❖ Discourage collections of cash and encourage collections by checks; and
- ❖ If items are sold, reconcile sales, receipts, and beginning and ending inventory.

### **ACQUIRED AND PRE-NUMBERED RECEIPTS**

- ❖ Issue receipts in numerical order.
- ❖ Reconcile collections for sales, membership registration, etc., with receipts timely, being careful to account for all receipts.
- ❖ Involve more than one person in the collection and recording of receipts. When possible, both persons should sign receipts and count collections.
- ❖ All Certificates of Deposit (CDs) must be recorded - e.e., issue date, dollar amount, bank location, etc. - in the office responsible for administering the program.
- ❖ All required Federal (IRS) and State reports and forms must be submitted on a timely basis.
- ❖ Financial statements (Revenue and Expenses and Balance Sheet) must be prepared quarterly with an end-of-year report to follow. Include all assets, such as investments, on Balance Sheet.
- ❖ The Regional Auditor will review/audit the financial statements.
- ❖ Each Campus should consider the feasibility of bonding its staff.

## **TRAVEL CHECKS**

- ❖ When FACS checks are received to replenish travel imprest fund, the Accountant I gives the check(s) to the receptionist to prepare a Pay-in Voucher in preparation of deposit to the proper bank account.
- ❖ Accounting Specialist I uses the subsidiary system to generate travel reimbursement checks for employees.
- ❖ The Travel Accountant I maintains a book balance and verifies to the general journal.

## **DEPOSITING RECEIPTS**

- ❖ The collection of cash is discouraged; checks or money orders are preferred. Incoming checks received by the respective programs must be sent to the Bureau of Accounting daily.
- ❖ A memo with the following information must accompany the check(s) indicating where the checks are to be deposited.
  - cost center
  - project number
  - total amount of the deposit
- ❖ A refund check must be sent to the Bureau of Accounting with a memo identifying:
  - the year in which the refund applies
  - the cost center
  - the project number
  - the object number
  - the vendor number
- ❖ Functions of receiving and depositing monies are separate.
  - Someone other than the person receiving funds or writing checks is required
  - to reconcile the bank statements.
  - Checks are stored in a secure location and locked in the vault at the close of each day.
  - Deposits are made daily.

## **CASH RECEIPTS PROCEDURES (LCTCS Central Office Procedures)**

### **I. Louisiana Law**

The Louisiana Constitution Article VII, Section 9 (A) requires “all monies received by the State of by any state board, agency, or commission shall be deposited immediately upon receipt in the State Treasury, except for certain exceptions listed therein.” **NOTE:** “Immediately” is defined as “within 24 hours of receipt.” The State Treasury cash management practices requires state-depositing entities to deposit receipts in the State’s central depository account or designated regional depository accounts. The depositing agency is responsible for revenue classification in the accounting system.

### **II. Policy**

All collections made or receipts received in the name of the Louisiana Community and Technical College System by an official or employee of this agency shall be deposited into the properly designated account within 24 hours after its collection or receipt.

### **III. Collecting and Receiving Checks or Cash**

A. Cash - Any cash received should be evidenced by the issuance of a handwritten receipt or machine-produced receipt. One copy of the receipt is to be given to the payee and one copy is to be retained by the agency.

B. Checks -

1. All checks received should be made out to Louisiana community and Technical College System (LCTCS). If the payee space on the check is left blank, Louisiana Community and Technical College System should be entered immediately. Checks should not be accepted payable to “cash.”
2. All checks to be deposited by LCTCS are to be endorsed with a restrictive endorsement and entered into the agency check log immediately upon receipt. The endorsement should be as follows:

For Deposit Only  
Louisiana Community and Technical College System  
Account Number

3. A log is to be maintained of all checks received.

The check receipt log should be transmitted to the accounting office before 3:00 p.m. each day a check is received. Any checks received after 3:00 p.m. should be transmitted to the accounting office before 3:00 p.m. the following work day.

#### **IV. Making the Deposit**

- A. To maintain proper security and good internal control procedures, the responsibility for preparing and making the deposit should be assigned to an employee other than the one assigned the responsibility for opening the mail, maintaining the check log, making the deposit, writing checks, and preparing the bank reconciliation.
- B. The employee assigned the responsibility of deposit preparation will prepare the deposit ticket, secure the funds and make the deposit into the proper bank account at Bank One.



**LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM**  
**Check Receipt Log**

- All checks received in the mail are to be recorded on the check receipt log.
- A check receipt log is to be completed for each day a check is received.
- Checks should be made payable to “**Louisiana Community and Technical College System.**”
- For Deposit Only should be printed or stamped on back of all checks. **DO NOT WRITE ANYTHING ELSE ON BACK OF CHECKS.**
- The check receipt log should be transmitted to the accounting office before 3:00 p.m. each day a check is received. Any checks received after 3:00 p.m. should be transmitted to the accounting office before 3:00 p.m. the following work day.

DATE REC'D.	PAYOR NAME	CHECK DATE	CHECK NUMBER	AMOUNT	INITIALS OF PERSON RECEIVING CHECK

Name of person receiving payment (printed): \_\_\_\_\_ Signature: \_\_\_\_\_

Signature of person transmitting checks: \_\_\_\_\_ Date: \_\_\_\_\_

## **DRIVER SAFETY**

### **INTRODUCTION**

Because of the high cost of insurance purchased from private companies, the State of Louisiana, through the Office of Risk Management (ORM), devised a self-insurance program for its motor vehicles in 1980. The Louisiana Community and Technical College System (LCTCS) Drive Safety Program is designed to reduce the number and severity of accidents and thereby minimize the financial impact on state government.

The Office of Risk Management has developed a comprehensive Loss Prevention Program as required by R.S. 39:1543.1C for statewide implementation. The Driver Safety Program is part of the overall program. Its purpose is to address safety, control use of vehicles, reduce the State's exposure, reduce the loss expenses, achieve accountability, and meet the requirements of R.S. 39:1543.1F.

A quality driver safety program should limit the exposure of potential accidents to the maximum extend possible, investigate those accidents that do occur to determine the causes of the accident, and take all reasonable action to prevent similar occurrences.

Louisiana Community and Technical College System (LCTCS) employees must operate their vehicles in a responsible manner at all times. This means driving defensively, inspecting appropriate vehicles prior to use, using related safety equipment and reporting all accidents. Employees failing to accept this important responsibility should be identified by the appropriate Department Driver Safety Program transportation official and dealt with promptly.

Questions related to the Louisiana Community and Technical College System Driver Safety Program may be directed to:

LCTCS Driver Safety Transportation Coordinator  
822 Neosho Avenue  
Baton Rouge, Louisiana 70802-4219  
Telephone: (225) 219-8700

### **PROGRAM GOAL**

The Louisiana Community and Technical College System is committed to a continuing aggressive program of driver safety at all levels within the agency. Driver safety is intended to increase safety awareness among drivers of state vehicles, to minimize the State's exposure to liability and financial losses, and to develop accountability for safe driving.

## **COMPONENTS OF THE LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM DRIVER SAFETY PROGRAM**

The Louisiana Community and Technical College System's Safety Policies and Procedures program shall include rules concerning who should be permitted to operate motor vehicles under the agency's control. Program policies outline the roles and responsibilities of transportation coordinators, transportation officers, Driver Safety Reporters, and employees in driver safety. These policies form the basis for the Louisiana Community and Technical College System.

Only employees authorized by the agency head or designee should operate vehicles for agency business. Employees should operate only those vehicles for which they are licensed.

The System authorization process shall include a review of the employee's motor vehicle driving record and his/her respective class of license. The agency may also determine when driving responsibility must be taken away from an employee because of reckless operation of a vehicle or traffic violations. Only individuals possessing a current and proper class driver's license may be authorized by the System to drive a motor vehicle on state business. **High risk drivers will not be authorized by the System to drive vehicles on state business.** Transportation Officers must report high risk drivers to determine possible disciplinary action and/or loss of authorization to continue to drive on state business. High risk drivers are those individuals having three or more convictions, guilty pleas, and/or nolo contendere pleas for moving violations or individuals having a single conviction, guilty plea, or nolo contendere plea for operating a vehicle while intoxicated, hit and run driving, vehicular negligent injury, reckless operation of a vehicle, or similar violation within the previous twelve (12) month period.

Certain categories of drivers may be defined. A regular driver is an employee whose job duties require him or her to operate a motor vehicle on a regular basis, such as once a week. An occasional driver is an employee who may operate a motor vehicle on an infrequent basis. A non-driver is an employee who does not drive a motor vehicle for state business. However, non-drivers may drive in emergency situations. All regular drivers and occasional drivers of state vehicles must attend a Louisiana Safe Driver Course within three months of entering the program and they must attend a refresher course at least once every three years, unless their class of license requires other training or testing.

Drivers who have violations on their motor vehicle records may be required to retake the Safe Driver course within a 12-month period.

### **COMMUNICATION/ORGANIZATION**

The Office of Risk Management, Unit of Risk Analysis and Loss Prevention, will work with the System in setting up the program and in training instructors who may teach the Louisiana Safe Driver Course.

## **TRAINING**

The Office of Risk Management, Unit of Risk Analysis and Loss Prevention, will assist the System in implementing driver safety training programs that address the needs of the System. Instructor preparation courses will be held periodically upon request by the System free of charge. The LCTCS will designate employees who will be required to take the driver training courses taught by certified instructors.

## **ACCIDENT ANALYSIS**

The Unit of Risk Analysis and Loss Prevention will assist the LCTCS in conducting investigations into claims resulting from accidents involving state-owned vehicles. The Unit also assists the Office of Risk Management's claims unit, upon request, in investigating accidents resulting in a claim.

## **SAFETY AUDITS AND RECORD KEEPING " \13**

The Unit of Risk Analysis and Loss Prevention will assist the LCTCS in reviewing and analyzing the motor vehicle safe driving policies and procedures to determine whether the System's driver safety program is properly designed to have the intended impact. Data concerning the type, frequency, and amount of claims will be provided to the Department. By providing this data, the Unit assists the LCTCS in identifying where losses are occurring and how the losses can be reduced or eliminated.

The cost of insurance coverage assessed to the LCTCS budget is determined by considering three factors: the System's exposure to risk, the frequency and severity of claims, and the implementation of a driver safety program. Agencies that develop, implement, and adhere to a comprehensive safety and loss prevention plan, approved by the Unit of Risk Analysis and Loss Prevention, will be given a five percent (5%) credit of their premiums. Each Transportation Officer and the respective Driver Safety Reporter(s) shall have on file no later than January 15 of each year a completed and up to date State Loss Prevention Driver Safety Audit and a completed up to date Louisiana Community and Technical College System Office Driver Safety Program Audit.

## **RESPONSIBILITY FOR SAFETY**

**The Unit of Risk Analysis and Loss Prevention** will assist the LCTC in organizing, directing, implementing, and controlling a driver safety program that minimizes the adverse impact of motor vehicle accidents.

**The Safety Coordinator** or designee is responsible for the implementation of the driver safety program and will stress the importance of the driver safety program to all employees. The Safety Coordinator or his/her designee is responsible for reviewing driver records and for identifying employees authorized to drive state vehicles. He/she is also responsible for conducting annual reviews of all drivers to determine whether they should continue to operate

state-owned vehicles and to verify that each driver has a valid and properly classed driver's license. It is recommended that the Campus Director appoint a Transportation Coordinator to oversee this program. This appointment will assure coordination between the Driver Safety Program and the Fleet Management Program.

**The Transportation Coordinator** will plan, organize, direct, and control the driver safety program for the campus as required by PPM-63:Title 34, Part XT. The coordinator ensures that policies and procedures are established, that training courses are conducted, that driving records are maintained, and that reports reflecting the impact of the program are provided to the Campus Director.

**The Transportation Officer** must identify related office employees to be designated as "regular drivers," "occasional drivers," or "non-drivers." The Campus Director will make time available for each authorized driver employee to attend the driver training course. All authorized regular and occasional drivers shall complete a Louisiana Safe Driver course every three years. Transportation Officers are responsible for seeing that all vehicles provided to these employees are in safe operating condition and must insure the driver has a proper class license for the vehicle(s) he/she operates. Transportation Officers and Driver Safety Reporters must ensure that all motor vehicle policies and procedures are followed and that reports are submitted on a timely basis. Transportation Officers are also responsible for:

- having employees complete an Authorization and Driving History Form and collecting same;
- requesting and reviewing operator driving records (ODR) of employees;
- ensuring that driver training courses are conducted for employees as per the LCTCS driver safety program; and
- appointing Driver Safety Reporters, if needed.

Employees who are authorized to drive state vehicles are responsible for the safe operation of those vehicles and for the maintenance of all necessary records, especially those as required by the CDL driver. They should report any unsafe condition or accident involving the state vehicles to their supervisor. They are responsible for having a valid driver's license for the class of vehicle they are operating. Employees must report the revocation of their driver's license and they must notify their respective office Transportation Officer or designee of any driving citations received.

## ACCIDENT REPORTING

An explanation of the procedures for reporting accidents occurring while a State employee is operating a State vehicle is given below.

- ❖ An **accident** is defined as any incident in which the vehicle comes in contact with another vehicle, person, object, or animal, which results in death, personal injury, or property damage, regardless of who was injured, what was damaged or to what extent, where it occurred, or who was responsible.
- ❖ **All accidents in state-owned vehicles shall be reported** to the appropriate Transportation Officer or Driver Safety Reporter by the employee having the accident on the day of the accident or as soon thereafter as possible. Section 1, Page 2, of the accident form (DA2041) shall be mailed or delivered to the Office of Risk Management and to the Department's Insurance Section by the Transportation Officer within 24 hours. The remainder of the form shall be completed and forwarded to the Transportation Coordinator by the individual having the accident not later than the first day after the accident. If the driver is not able to complete the accident report, the driver's Transportation Officer or Driver Safety Reporter will complete the report for him/her.

**NOTE: CDL drivers must report directly to the Federal Department of Transportation in Dallas if the accident involves a fatality.**

- Failure of an employee to report any license revocation, citation, or state-owned vehicular accident in which he/she is the vehicle operator may be cause for disciplinary action, such as the loss of authorization to continue to drive on State business.
- **The Transportation Officer** or the individual having the accident shall review the accident report within two working days of the accident and verify the accuracy of the report. Incomplete or inaccurate reports are unacceptable and shall be returned for completion or corrected information. It may be necessary for Transportation Officer or Driver Safety Reporter to aid the individual in completing the report. The (DA2024) form must be dated and initialed when the review is complete.
- **Investigating complex accidents**, the Transportation Officer should request assistance from the Office of Risk Management. (If assistance is needed, the Transportation Officer should send ORM's portion of the Accident Report Form to the Claims Division immediately.)
- **The Transportation Officer** of the individual having the accident will, after reviewing the accident report, complete his/her portion of the report and make a determination of whether the accident was preventable. The Transportation Officer must consider what corrective action(s) is necessary for accidents thought to be preventable. The corrective action(s) may include temporary suspension of driving privileges, special training, physical examination, etc.

- This recommendation for corrective action should be noted immediately on the report. The remainder of the report should be forwarded to the Transportation Coordinator for completion.
- **The Transportation Coordinator** will review the Accident Report Form, the Uniform Motor Vehicle Traffic Accident Report (police report), if one was completed, and the Authorization/Driving History Form. The need for corrective disciplinary action and/or loss of authorization to continue to drive while on state business may be considered on each accident where there was improper use of a vehicle.
- **The Transportation Coordinator** will attach a copy of the Uniform Motor Vehicle Traffic Accident Report (police report), if one was completed, and the Authorization/Driving History Form (with Operator Driver Record attached), and forward the accident reports to the Office of Risk Management. This entire process should be completed within five working days.

## **PROCEDURES FOR ENROLLING DRIVERS**

Upon approval by the Transportation Officer, the employee fills out the Authorization/Driving History Form (DA2054). The information on this form is used to acquire the Operator Driver Record (ODR) from the Department of Public Safety. The Authorization/Driving History Form and the ODR are then reviewed and signed by the Transportation Officer. If the employee is authorized to drive, then he/she can be enrolled in the Louisiana Safe Drivers Course (see copies of these forms in the appendix). The ODR must be obtained from Department of Public Safety annually and reviewed by the Transportation Officer. The completed Authorization/Driving History Form (DA2054) must be dated and initialed by the Transportation Officer when the review is complete. The Transportation Officer will maintain a current file of all completed driver safety program forms for his/her office drivers.

## **FOR ADDITIONAL INFORMATION**

For additional information, call the Unit of Risk Analysis and Loss Prevention at (225) 342-8415 or the Campus Transportation Coordinator, \_\_\_\_\_, at ( ) \_\_\_\_\_.

## COMMON SENSE DRIVING

Employees of the Louisiana Community and Technical College System who use automobiles or other motorized vehicles in the course of their duties are expected to observe “the rules of the road.”

- ◆ Wear your seat belt or restraint at all times when driving. **THIS IS STATE LAW.**
- ◆ Don’t tailgate. Observe the two-second following distance.
- ◆ Report any functional problems with your vehicle immediately so that Corrections can be made. Important areas that you should be aware of are brakes, lights, signals, steering, exhaust system, mirrors, horn, battery, tires, oil, and safety belts.
- ◆ On wet streets, especially at the start of rain, slow down to avoid skids. Hydroplaning will increase if tires are worn or under-inflated.
- ◆ Be a courteous driver; you may end up “dead right!”
- ◆ Don’t exceed the posted speed limit. Drive according to present conditions, such as weather, road, time of day, and amount of traffic.
- ◆ Drive defensively. In traffic, keep track of other vehicles on the side and to the rear.
- ◆ Be prepared to act in an emergency. Expect other drivers to do the unexpected.
- ◆ Be alert. Keep your vehicle properly ventilated.
- ◆ Drinking and driving don’t mix. Drinking alcoholic beverages prior to driving is a prime factor in the cause of traffic accidents. A Department staff member charged with a DWI citation while on duty shall face appropriate disciplinary action.
- ◆ A vehicle checklist should be completed monthly and turned in with the Vehicle log form.



## **THE MOST COMMON CAUSES OF DRIVING ACCIDENTS**

- ❖ Driving while intoxicated
- ❖ Refusing to yield the right-of-way
- ❖ Tailgating
- ❖ Violating speed limits
- ❖ Driving too fast for road and weather conditions
- ❖ Ignoring a stop sign or signal

## **REPORTING VEHICLE ACCIDENTS**

There are times when even the most careful driver will be involved in an accident. Should an accident occur in the course of conducting official state business, whether in a state or personally owned vehicle, the driver should comply with the procedures given below:

- ❖ Call the state or local police;
- ❖ Obtain the name, residence address, and phone number of any witnesses;
- ❖ Notify your agency head as soon as possible; and
- ❖ When operating a vehicle on official state business and an accident occurs, one must report the accident to the appropriate Department office transportation officer within 24 Hours.

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## **DESCRIPTION OF APPENDIX**

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**Definitions:** to promote clear communication of frequently used terms in Driver Safety Program.

Louisiana Community and Technical College System Authorization/Driving History Form (DA2054): This form is maintained by the agency on each employee who drives on state business. The form shows when an employee was authorized to drive, the type of vehicle the employee may use, and information on the employee's driving record. Use the information provided on this form to request ODRs.

Request for Operator Driving Record Form (LCTCS SM1): This form is to be used by the Transportation Officer when requesting Operator Driving Records for annual review and for new employees.

State Loss Prevention Driver Safety Audit Form: This form is to be used by the Transportation Officer and Driver Safety Reporter for the purpose of completing a self-audit of an office and related work site.

Louisiana Community and Technical College System Driver Safety Program Audit: This form is also to be used by the Transportation Officer and the Driver Safety Reporter for the purpose of completing a self-audit of the office and related work site.

Driver Safety Program Accident Report Form (DA 2041): This form is to be used when reporting vehicle accidents as described in this manual.

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## DEFINITIONS

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- ◆ **Agency Head:** LCTCS President.
- ◆ **Designee:** Individual(s) specifically designated by the Agency Head to authorize employees to operate a State vehicle.
- ◆ **Office:**
- ◆ **Operator Driver Record (ODR):** Record maintained by the Office of Motor Vehicles on each driver in the State of Louisiana containing history of driver violations and accidents.
- ◆ **State Vehicle:** Any licensed vehicle owned, leased and/or rented by the State of Louisiana; it also includes any privately-owned vehicle used in the course and scope of employment.
- ◆ **High Risk Driver:** Individuals having three or more convictions, guilty pleas and/or nolo contendere pleas for moving violations or individuals having a single conviction, guilty plea or nolo contendere plea for operating a vehicle while intoxicated, hit and run driving, vehicular negligent injury, reckless operation of a vehicle or similar violation, within a one year period.
- ◆ **Current Driver's License:** A current license issued by the State authority authorizing the designated person to drive a vehicle.
- ◆ **Accident:** Any incident in which the vehicle comes in contact with another vehicle, person, object, or animal, which results in death, personal injury, or property damage, regardless of who was injured, what was damaged or to what extent, where it occurred, or who was responsible.
- ◆ **Transportation Coordinator:** Individual appointed by the Agency as required by Title 34, Part XI.
- ◆ **Transportation Officer:** An appointed individual on each campus who is responsible for the administrative and training procedures associated with the Driver Safety Program. This individual reports to the Transportation Coordinator as required or requested.
- ◆ **Supervisor:** Transportation Officer or Driver Safety Reporter.
- ◆ **Regular Driver:** An individual whose normal job duty requires him/her to drive in the course and scope of his/her employment on a frequent basis (such as once a week).
- ◆ **An Occasional Driver:** An individual whose normal job duty does not require him/her to drive in the course and scope of his/her employment but who may drive on an infrequent basis.
- ◆ **Non-Driver:** An individual whose normal job duty does not require him/her to drive in the course and scope of his/her employment and does not drive even on an irregular or infrequent basis. (May drive in an emergency situation.)
- ◆ **CDL:** Commercial Driver's License as defined by the Federal Department of

Transportation.

- ◆ **Driver Safety Reporter:** A LCTCS employee who is domiciled at a specific work site other than the Louisiana Community and Technical College System building and who assists the Transportation Officer in the administration and implementation of the driver safety program at that site.

## Authorization and Driving History Form

Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City: \_\_\_\_\_  
 Class License: \_\_\_\_\_  
 SSN: \_\_\_\_\_

Drivers License No: \_\_\_\_\_  
 License Office No.: \_\_\_\_\_  
 Expiration Date: \_\_\_\_\_  
 Date of Birth: \_\_\_\_\_  
 Issue Date: \_\_\_\_\_

\*\*\*\*\*

Employed By: \_\_\_\_\_  
 Section: \_\_\_\_\_ Unit: \_\_\_\_\_  
 Job Title: \_\_\_\_\_  
 Immediate Supervisor's Name: \_\_\_\_\_  
 Phone number: (\_\_\_\_) - \_\_\_\_ - \_\_\_\_\_  
 Is it this employee's primary purpose to drive vehicles? \_\_\_\_\_  
 Is a current Motor Vehicle Record attached? \_\_\_\_\_  
 Has it been verified as accurate? \_\_\_\_\_  
 Will this driver be authorized to operate his or her privately owned vehicle in the course and scope of employment?  
 \_\_\_\_\_

Date of last Driver Training Course? Month \_\_\_\_\_ Day \_\_\_\_\_ Year \_\_\_\_\_

\*\*\*\*\*

Class of License:	Endorsements:	Restrictions:
<b>A:</b> Combinations Vehicle : ( )	<b>T:</b> Double Trailer : ( )	<b>L:</b> Airbrakes : ( )
<b>B:</b> Heavy Straight Vehicle: ( )	<b>P:</b> Passenger Vehicle : ( )	<b>Others</b> : ( )
<b>C:</b> Light Vehicle : ( )	<b>N:</b> Tank Vehicle : ( )	
<b>D:</b> Commercial Vehicle : ( )	<b>H:</b> Hazardous Material : ( )	
<b>E:</b> Personal Vehicle : ( )	<b>X:</b> Combination N+H : ( )	

\*\*\*\*\*

### USE OF PRIVATE VEHICLE FOR STATE BUSINESS

This is to certify that as a condition of driving my personal vehicle on state business, I have and will maintain at least the minimum liability coverage as required by *LA. R.S. 32:900 (B) (S)*. I also understand that the use of my vehicle on state business requires prior written authorization from my supervisor or agency head.

\_\_\_\_\_  
*Employee Signature*

\_\_\_\_\_  
*Date*

\*\*\*\*\*

### AGENCY HEAD OR DESIGNEE STATEMENT

I have reviewed this individual's genuine need to drive a State Vehicle. In conducting this review, I have considered his/her driving experience, type of vehicle to be operated, and one year driving record. The attached operator's record has been verified as accurate and dated as necessary. I authorize this individual to operate the vehicles approved by the type of license above. This authorization must be reviewed one year from this date.

\_\_\_\_\_  
*Agency Head*  
 (or designated individual)

\_\_\_\_\_  
*Date of Authorization*

05/10/00  
**DA 2054**



## STATE LOSS PREVENTION DRIVER SAFETY AUDIT " \13

REQUIREMENTS/STATUS	EXPLANATION	VERIFICATION
1. Have the audit level management implemented a Driver Safety Program:  YES ___ NO ___	1. Program designed to assess and control the risks of drivers using state owned vehicles or personal vehicles while doing business for the state. R.S. 15-43.1F La. Safe Driver Safety Program.	1. Verify written policy and procedures.  _____ _____
RECOMMENDATION(S):		
2. Has the Agency Head assigned the responsibility for monitoring the program?  YES ___ NO ___	2. The "transportation coordinator" may be a full-time safety person or some other person who has been designated to coordinate the program. (Authority: R.S. 39:1527-44.)	2. Check appointment by name and job title.  NAME: _____ TITLE: _____
RECOMMENDATION(S):		
3. Is vehicle inspected against written check list to assure safe operating condition? Is there a preventive maintenance program for vehicles?  YES ___ NO ___	3. Before a vehicle is used, it is inspected to assure that it is safe to operate.  YES ___ NO ___	3. Verify records. Is check list signed by operator.  YES ___ NO ___
RECOMMENDATION(S):		
4. Is the employees operating driving record checked and monitored using Office of Motor Vehicle records:  YES ___ NO ___	4. An employee's operator driving record is checked to determine: a. does he/she have a valid drivers license? b. does employee meet High Risk driver definition as defined by State Driver Program? c. does employee have any moving violations? d. does employee have three or more violations during prior 12 months?	4. Verify records by reviewing ODR's.  _____ _____ _____
RECOMMENDATION(S):		

REQUIREMENTS/STATUS	EXPLANATION	VERIFICATION
5. Is there a policy to manage an employee with D.W.I. and/or violations which cause them to be high risk drivers?  YES ___ NO ___	5. A policy which states the action to be taken in the event an employee has a D.W.I. and/or other reckless operation violations during the previous 12 months.	5. Verify Policy. Is policy a. Given to employees: _____ b. Posted on bulletin board: _____ c. Discussed in safety meeting: _____
RECOMMENDATIONS		
6. Does management provide Orientation and training of individuals who drive on State Business:  YES ___ NO ___	6. Driver training for vehicle users that: a. includes user orientation to special application/equipment or emergency procedures. b. includes continuing defensive driving education. c. includes documentation. d. results in a random sample of staff being able to describe the training received.	6. Verify by checking: Training records _____ _____ Employee interviews _____ _____
RECOMMENDATION(S):		
7. Are accidents investigated using DA2041 and proper forms submitted to ORM?  YES ___ NO ___	7. All accidents should be investigated to determine cause. Finding a ????? should be reported to safety committee for their review and recommendations.	7. Verify by reviewing accident investigation reports. Interview safety committee members.
RECOMMENDATION(S):		



## LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM OFFICE DRIVER SAFETY PROGRAM AUDIT

REQUIREMENTS/STATUS	EXPLANATION	VERIFICATION
<p>1. Have all assigned office instructor candidates been certified as such?</p> <p>YES ___ NO ___</p>	<p>1. Instructor candidates assigned by appropriate assistant superintendent must earn instructor certification.</p>	<p>1. Verify by supplying the instructor names and their instructor numbers as issued by Risk Management on a separate sheet.</p>
<p>2. Have Driver Safety courses been conducted for all Office drivers?</p> <p>YES _____ NO _____</p>	<p>2. All Office drivers must complete the Louisiana Driver Safety Course once every four years.</p>	<p>2. Provide on a supplemental sheet the names of Office drivers trained and the date each was trained. Also, provide names of current Office drivers not trained.</p>
<p>3. Is State vehicle inspected against written check list to assure safe operating condition?</p> <p>YES ___ NO ___</p>	<p>3. Department State vehicles must be inspected to assure that they are safe to operate. Check lists (DA424) are available in the Supply Room.</p>	<p>3. Verify records. Are check lists signed by operator?</p> <p>YES___ NO ___</p>
<p>4. Is the driver employee's operator driver record checked and monitored using Office of Motor Vehicle records?</p> <p>YES ___ NO ___</p>	<p>4. An employee's operator driver record is checked annually to determine:</p> <ul style="list-style-type: none"> <li>a. If he/she has a valid driver's license;</li> <li>b. If the employee meets High Risk driver definition as defined by the State Driver Program;</li> <li>c. If the employee has any moving violations; and</li> <li>d. If the employee has 3 or more violations during the prior 12 months.</li> </ul>	<p>4. Verify records by reviewing ODR's.</p> <ul style="list-style-type: none"> <li>a. Provide the names of appropriate Office employees that have not been checked on a supplemental sheet of paper.</li> </ul>
<p>5. Do Office instructors provide orientation and training of employees who drive on State business?</p> <p>YES ___ NO ___</p>	<p>5. Driver training for vehicle users that:</p> <ul style="list-style-type: none"> <li>a. Includes user orientation to special application/equipment or emergency procedures;</li> <li>b. Includes continuing defensive driver education;</li> <li>c. Includes documentation; and</li> <li>d. Results in a random sample of staff being able to describe the training received.</li> </ul>	<p>5. Verify by checking: Training records, employee interviews.</p> <ul style="list-style-type: none"> <li>a. Provide the names of appropriate Office employees that have not been trained on a supplemental sheet of paper.</li> </ul>
<p>6. Are accidents investigated using DA2041 and proper forms? Are these forms submitted to ORM and the Transportation Coordinator?</p> <p>YES _____ NO _____</p>	<p>6. All accidents involving State vehicles should be investigated to determine cause. Findings should be reported to the Transportation Coordinator for review and recommendations.</p>	<p>6. Verify by reviewing accident investigation reports. Submit accident reports to the Transportation Coordinator and ORM.</p>
<p>Transportation Officer/Driver Safety Reporter:</p> <p>_____</p>	<p>Date:</p> <p>_____</p>	<p>Office:</p> <p>_____</p>

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## PROCEDURES FOR ON-THE-JOB INJURY

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After completing the Accident Investigation Form (A1-1-86), the employee should comply with the following procedures:

1. Obtain from the Safety Officer, the Office of Risk Management Incident Reporting Form. This form should be completed within twenty-four hours (24) of the occurrence. (Sample attached).
2. Should medical attention be procured, it becomes necessary for the injured person to complete the Employer's Report of Occupational Injury or Disease (E-1) and return it to the Safety Officer within ten (10) days (sample attached).
3. Employees who are seen by a physician should refer that medical provided to the Safety Officer for verification of the on-the-job injury.
4. Before an employee receives Worker's Compensation for loss of time, the employee must have lost seven (7) consecutive days of work. Then on the eighth (8<sup>th</sup>) day of loss of time, Worker's Compensation will reimburse loss of time at 66-2/3%.

LCTCS  
DRUG-FREE  
WORKPLACE  
POLICY

## INTRODUCTION AND PURPOSE

The employees of the state of Louisiana are among the state's most valuable resources, and the physical and mental well-being of these employees is necessary for them to properly carry out their responsibilities. Substance abuse causes serious adverse consequences to users, impacting on their productivity, health and safety, dependents, and co-workers, as well as the general public.

Louisiana has a long-standing commitment to working toward a drug-free workplace. In order to curb the use of illegal drugs by employees of the state of Louisiana, the Louisiana legislature enacted laws which provide for the creation and implementation of drug testing programs for state employees. Further, the Governor issued Executive Order 98-38 providing for the promulgation by executive agencies of written policies mandating drug testing of employees, appointees, prospective employees and prospective appointees, pursuant to Louisiana Revised Statute 49:1 001, et seq.

The Louisiana Community and Technical College System (LCTCS) fully supports these efforts and is committed to a drug-free workplace.

## APPLICABILITY

This policy shall apply to all employees of the Louisiana Community and Technical College System and its institutions, including appointees and all other persons having an employment relationship with this agency.

## DEFINITIONS

**Controlled Substance** - a drug chemical substance or immediate precursor in Schedules I through V of R.S.40:964 or Section 202 of the (21 U.S.C. 812).

**Designer (Synthetic) Drugs** - Those chemical substances that are made in clandestine laboratories where the molecular structure of both legal and illegal drugs is altered to create a drug that is not explicitly banned by federal law.

**Employee** - unclassified, classified, and student employees, student interns, and any other persons having an employment relationship with the agency, regardless of the appointment type (e.g. full-time, part-time, temporary, etc.).

**Illegal Drug** - any drug which is not legally obtainable or which has not been legally obtained, to include prescribed drugs not legally obtained and prescribed drugs not being used for prescribed purposes or being used by one other than the person for whom prescribed.

**Reasonable Suspicion** - belief based upon reliable, objective and articulable facts derived from direct observation of specific physical, behavioral, odorous presence, or performance indicators and being of sufficient importance and quality to lead a prudent person to suspect that an employee is in violation of this policy.

**Safety-sensitive or Security-sensitive position** - a position determined by the appointing authority

to contain duties of such a nature that the compelling state interest to keep the incumbent drug-free outweighs the employee's privacy interests. A list of such positions within the system is attached hereto and made a part hereof. The list was determined with consideration of statutory law, jurisprudence, the practices of this agency and the following examples of safety-sensitive and security-sensitive positions.

1. Positions with duties that are required or are authorized to perform the safety inspection of a structure;
2. Positions with duties that are required or are authorized to have access to a prison or incarcerated individual;
3. Positions with duties that are required or are authorized to carry a firearm;
4. Positions with duties that allow access to controlled substances (drugs);
5. Positions with duties that are required or are authorized to inspect, handle, or transport hazardous waste as defined in R.S. 30:2173(2) or hazardous material as defined in R.S. 32:1502(5);
6. Positions with duties that are required or are authorized to exercise any responsibility over power plant equipment;
7. Positions with duties that require on-the-job instructing or on-the-job supervising of any person to operate or maintain any heavy equipment or machinery; and
8. Positions with duties that require or authorize the operation or maintenance of a public vehicle, or the supervision of such an employee.

**Under the Influence** - for the purposes of this policy, a drug, chemical substance or the combination of a drug or chemical substance that affects an employee in any detectable manner. The symptoms or influence are not confined to that consistent with misbehavior, nor to obvious impairment of physical or mental ability, such as slurred speech or difficulty, in maintaining balance. A determination of influence can be established by a professional opinion or a scientifically valid test.

**Workplace** - any location on agency property including all property, offices and facilities (including all vehicles and equipment) whether owned, leased or otherwise used by the agency or by an employee on behalf of the agency in the conduct of its business in addition to any location from which an individual conducts agency business while such business is being conducted. **Workplace any location on agency property including all property, offices and facilities (including all vehicles and equipment) whether owned, leased or otherwise used by the agency or by an employee on behalf of the agency in the conduct of its business in addition to any location from which an individual conducts agency business while such business is being conducted.**

## POLICY

It shall be the policy of the Louisiana Community and Technical College System to maintain a drug-

free workplace and a workforce free of substance abuse. Employees are prohibited from reporting for work or performing for LCTCS with the presence in their bodies of illegal drugs, controlled substances, or designer (synthetic) drugs at or above the initial testing levels and confirmatory testing levels as established in the contract between the State of Louisiana and the official provider of drug testing services. Employees are further prohibited from the illegal use, possession, dispensation, distribution, manufacture, or sale of controlled substances, or designer (synthetic) drugs, and illegal drugs at the work site and while on official state business, on duty or on call for duty.

To assure maintenance of a drug-free workforce, it shall be the policy of the Louisiana Community and Technical College System to implement a program of drug testing, in accordance with Executive Order No. MJF 98-38, R. S. 49: 1001, et seq., and all other applicable federal and state laws, as set forth below.

### **CONDITIONS REQUIRING DRUG TESTS**

The Louisiana Community and Technical College System shall require drug testing under the following conditions.

**Reasonable Suspicion** - Any employee shall be required to submit to a drug test if there is reasonable suspicion (as defined in this policy) that the employee is using drugs.

**Post-accident** - Each employee involved in an accident that occurs during the course and scope of employment shall be required to submit a drug test if the accident: a) involves circumstances leading to a reasonable suspicion of the employee's drug use, b) results in a fatality, or c) results in or causes the release of hazardous waste as defined in R. S. 30:2173(2) or hazardous materials as defined in R. S. 32:1502(5).

**Rehabilitation Monitoring** - Any employee who is participating in a substance abuse after-treatment program or who has a rehabilitation agreement with the agency following an incident involving substance abuse shall be required to submit to random drug testing.

**Pre-employment** - Each prospective employee accepting a safety-sensitive or security-sensitive position shall be required to submit to drug screening at the time and place designated by the director of human resource management following a job offer contingent upon a negative drug test. Pursuant to R.S. 49:1008, a prospective employee who tests positive for the presence of drugs in the initial screening shall be eliminated from consideration for employment.

**Safety-sensitive and Security-sensitive positions** - Appointments and Promotions: Each employee who is offered a safety-sensitive or security-sensitive position ( as defined in this policy) shall be required to pass a drug test before being placed in such position, whether through appointment or promotion.

**Safety-sensitive and Security-sensitive positions** - Random Testing: Every employee in a safety-sensitive or security-sensitive position shall be required to submit to drug testing as required by the appointing authority, who shall periodically call for a sample of such employees, selected at random by a computer-generated random selection process, and require them to report for testing. All such testing shall, if practicable, occur during the selected employee's work schedule.

## **PROCEDURE**

Drug testing pursuant to this policy shall be conducted for the presence of cannabinoids (marijuana metabolites), cocaine metabolites, opiate metabolites, phencyclidine, and amphetamines in accordance with the provisions of R.S.49:101, et seq. The Louisiana Community and Technical College System reserves the right to test its employees for the presence of any other illegal drug or controlled substance when there is reasonable suspicion to do so.

The director of human resource management shall be involved in any determination that one of the above-named conditions requiring drug-testing exists. Upon such determination, the Director of Human Resource Management shall notify the supervisor of the employee to be tested, who shall immediately notify the employee where and when to report for the testing.

Testing services shall be performed by a provider chosen by the Office of State Purchasing, Division of Administration, pursuant to applicable bid laws. At a minimum, the testing services shall assure the following:

1. All specimen collections will be performed in accordance with applicable federal and state regulations and guidelines to ensure the integrity of the specimens and the privacy of the donors. The director of human resource management shall review and concur in advance with any decision by a collection site person to obtain a specimen under direct observation. All direct observation shall be conducted by a same gender collection site person.
2. Chain of custody forms must be provided to ensure the integrity of each urine specimen by tracking its handling and storage from point of collection to final disposition.
3. Testing shall be performed by a SAMAHA-certified laboratory.
4. The laboratory shall use a cut-off of 50 mg/ml for a positive finding in testing for cannabinoids.
5. All positives reported by the laboratory must be confirmed by gas chromatography/mass spectrometry.

All positive results of drug testing shall be reported by the laboratory to a qualified medical review officer.

## **CONFIDENTIALITY**

All information, interviews, reports, statements, memoranda, and/or test results received by the Louisiana Community and Technical College System through its drug testing program are confidential communications, pursuant to R.S. 49:1012, and may not be used or received in evidence, obtained in discovery, or disclosed in any public or private proceedings, except in an administrative or disciplinary proceeding or hearing, or civil litigation where drug use by the tested individual is relevant.

### **RESPONSIBILITY**

The LCTCS System President is responsible for the overall compliance with this Board policy and shall submit to the Office of the Governor, the LCTCS Board of Supervisors and through the Commissioner of Administration, a report on this policy and drug testing program, describing progress, the number of employees affected, the categories of the testing being conducted, the associated costs of testing, and the effectiveness of the program by November 1 of each year.

The director of human resource management is responsible for administering the drug testing program; determining when drug testing is appropriate; receiving, acting on, and holding confidential all information received from the testing services provider and from the medical review officer; and collecting appropriate information necessary to agency defense in the event of legal challenge.



**ALL SUPERVISORY PERSONNEL ARE RESPONSIBLE FOR ASSURING THAT EACH EMPLOYEE UNDER THEIR SUPERVISION RECEIVES A COPY OF THIS POLICY, SIGNS A RECEIPT FORM, AND UNDERSTANDS OR IS GIVEN THE OPPORTUNITY TO UNDERSTAND AND HAVE QUESTIONS ANSWERED ABOUT ITS CONTENTS.**

### **VIOLATION OF POLICY**

Violation of this policy, including refusal to submit to drug testing when properly ordered to do so, will result in actions up to and including termination of employment. Each violation and alleged violation of this policy will be handled on an individual basis, taking into account all data, including the risk to self, fellow employees, and the general public.

### **SAFETY-SENSITIVE AND/OR SECURITY-SENSITIVE POSITIONS:**

There are no positions at the Louisiana Community and Technical College System that meet the criteria of Safety-Sensitive or Security-Sensitive as defined by the Louisiana Revised Statute 49:1 001, et seq., at this time.

# LCTCS WORKPLACE VIOLENCE PLAN

## 1.0 INTRODUCTION

- 1.1 Employees are the State's most valuable resource and their safety and security are essential to carrying out their responsibilities. Every employee has a reasonable expectation to perform his/her assigned duties in an atmosphere free of threats and assaults.
- 1.2 Recognizing the increasing incidence of violence in the workplace, the Governor the State of Louisiana issued an executive order committing the Governor and the State of Louisiana to work toward a violence free workplace for state employees.
- 1.3 The LCTCS fully supports this effort and is committed to a violence free workplace.

## 2.0 PURPOSES

The purposes of this plan are to:

- 2.1 direct implementation of effective security measures and administrative work practices to minimize exposure to conditions that could result in harm to state workers;
- 2.2 promote a positive, respectful and safe work environment that fosters employees' security, safety and health; and
- 2.3 require ongoing analysis of the workforce and each work site for hazard prevention and control.

## 3.0 DEFINITIONS

### 3.1 Assault

Assault is an attempt to commit a battery, or the intentional placing of another in reasonable apprehension of receiving a battery. (Example: I may have a stick raised and know that I have no intention of striking you, but, based on the circumstances, you have a reasonable apprehension that I plan to strike you.)

### 3.2 Battery

Battery is the intentional use of force or violence upon another; or the intentional administration of a poison or other noxious liquid or substance to another.

### 3.3 Credible Threat

A credible threat is a statement or action that would cause a reasonable person to fear for the safety of him/herself or that of another person and does, in fact, cause such fear.

### 3.4 Intentional

Intentional refers to conduct when the circumstances indicate that the offender, in the ordinary course of human experience, must have considered the criminal consequences as reasonably certain to result from his act or failure to act.

### 3.5 Violence

Violence is the commission of an assault or battery or the making of a credible threat.

### 3.6 Workplace

The workplace is any site where an employee is placed for the purpose of completing job assignments.

### 3.7 Workplace violence

Workplace violence is violence that takes place in the workplace.

## **4.0 MANAGEMENT RESPONSIBILITIES**

The Louisiana Community and Technical College System shall comply with federal and state statutes, rules, regulations and or guidelines in making reasonable efforts to:

- 4.1 hire, train, supervise and discipline employees;
- 4.2 intervene in situations of harassment in the workplace where the employer is aware of the harassment;
- 4.3 ensure employees and/or independent contractors are fit for duty, and do not pose unnecessary risks to others;
- 4.4 provide security precautions and other measures to minimize the risk of foreseeable criminal intrusion based upon prior experience or location in a dangerous area;
- 4.5 maintain an adequate level of security

- 4.6 establish and implement a written policy and plan dealing with violence in the workplace;
- 4.7 provide employee training on the agency plan, warning signs of potential for violent behavior, and precautions which may enhance the personal safety of the employee at work;
- 4.8 warn an employee of a credible threat made by another to do harm to that employee;
- 4.9 support the application of sanctions and/or prosecution of offenders, as appropriate;
- 4.10 accommodate, after appropriate evaluation, employees who require special assistance following incident(s) of workplace violence;
- 4.11 cooperate with law enforcement agencies;
- 4.12 establish a uniform violence reporting system with regular review of submitted reports;
- 4.13 initiate procedures to protect from retaliation on employees who report credible threats; and
- 4.14 keep up-to-date records to evaluate the effectiveness of administrative and work practice changes initiated to prevent workplace violence.

## **5.0 MANAGEMENT COMMITMENT**

- 5.1 At LCTCS, management commitment, including the endorsement and visible involvement of top levels of supervision, provides the motivation and resources to deal effectively with workplace violence, and includes:
  - 5.1.1 organizational concern for employee emotional and physical safety and health;
  - 5.1.2 commitment to the safety and security of all persons at the workplace;
  - 5.1.3 assigned responsibility for the various aspects of the workplace violence prevention program to ensure that all supervisors and employees understand their roles and responsibilities;
  - 5.1.4 allocation of authority and resources to all responsible parties;

- 5.1.5 accountability for involved supervisors and employees;
- 5.1.6 debriefing/counseling for employees experiencing or witnessing assaults and other violent incidents;
- 5.1.7 support and implementation of appropriate recommendations from violence prevention committees; and
- 5.1.8 treatment of workplace violence, incidents, complaints and concerns with seriousness, keeping confidential all reports and the identification of parties, except to those who have a legitimate need to know and to the extent required by law.

## **6.0 EMPLOYEE RESPONSIBILITIES**

At the Louisiana Community and Technical College System:

- 6.1 Employees are required to report to the Safety Coordinator, all threats or incidents of violent behavior in the workplace which they observe or of which they are informed. Examples of inappropriate behavior which shall be reported include:
  - 6.1.1 unwelcome name-calling, obscene language, and other abusive behavior,
  - 6.1.2 intimidation through direct or veiled verbal threats;
  - 6.1.3 physically touching another employee in an intimidating, malicious, or sexually harassing manner, including such as hitting, slapping, poking, kicking, pinching, grabbing, and pushing; and
  - 6.1.4 physically intimidating others including such acts as obscene gestures, “getting in your face,” fist-shaking, throwing any object.
- 6.2 Employee involvement and feedback enable workers to develop and express their own commitment to safety and security and provide useful information to design, implement, and evaluate the program. At the Louisiana Community and Technical System, employee involvement includes, but is not limited to:
  - 6.2.1 understanding and complying with the workplace violence prevention program and other safety and security measures;
  - 6.2.2 participating in employee complaint or suggestion procedures covering safety and security concerns;

- 6.2.3 providing prompt and accurate reporting of violent incidents;
- 6.2.4 cooperating with the safety and security committee that reviews violent incidents and security problems and makes security inspection; and
- 6.2.5 participating in continuing education covering techniques to recognize and abate escalating agitation, assaultive behavior or criminal intent.

## **7.0 WORKPLACE ANALYSIS**

- 7.1 The process of workplace analysis involves a step-by-step, common-sense look at the workplace to find existing or potential hazards for the occurrence of workplace violence. The workplace analysis entails reviewing specific procedures or operations that contribute to hazards and specific locales where hazards may develop. The workplace analysis program includes; but is not limited to:
  - 7.1.1 analyzing and tracking records;
  - 7.1.2 monitoring trends;
  - 7.1.3 analyzing incidents; and
  - 7.1.4 analyzing workplace security.
- 7.2 At LCTCS, the responsibility for conducting and maintaining workplace analyses is assigned to the Loss Prevention Audit team.
- 7.3 The initial workplace analysis for LCTCS is attached.

## **8.0 HAZARD PREVENTION AND CONTROL**

- 8.1 After the completed workplace analysis is reviewed and approved, workplace adaptations, engineering controls, administrative controls, and work practice controls shall be implemented by the LCTCS President to prevent or control, to the extent possible, any discovered hazards. If workplace violence does occur, the post-incident response and evaluation section of this policy (Section 9.0) shall be implemented.
- 8.2 Engineering controls and workplace adaptations remove the hazard from the workplace or create a barrier between the worker and the hazard. Examples of engineering controls and workplace adaptations can be found in Attachment 2,

“Hazard Prevention and Control.”

- 8.3 Administrative and work practice controls affect the way jobs or tasks are performed and, therefore, affect the security of the workplace. Examples of administrative and work practice controls can also be found in Attachment 2.
- 8.4 At LCTCS, the responsibility for hazard prevention and control is assigned to the Safety Coordinator.

## 9.0 INCIDENT RESPONSE AND EVALUATION

- 9.1 Assistance for victimized employees and employees who may be affected by witnessing a workplace violence incident will be provided. Whenever an incident takes place, injured employees will receive appropriate medical treatment and psychological evaluation as necessary, in accordance with existing statutes. At LCTCS this assistance is provided through the Critical Incident Stress Debriefing Team.
- 9.2 An employee who has been threatened or assaulted by another at the workplace will immediately report the situation to his/her supervisor. The supervisor to whom the incident is reported will immediately notify the Safety Coordinator and Human Resources Coordinator.
- 9.3 Written statements shall be obtained from all involved, including those who witnessed the incident. A statement form which may be used is found in Attachment 3, “Violence Incident Statement.” The form is designed to answer the WHO, WHAT, WHEN, WHERE, HOW, and WHY of the incident while the event is still fresh. Concurrent with obtaining the written statements or as soon as possible thereafter, the Safety Coordinator, and the Human Resources Coordinator shall interview all parties to the incident, including victims, subjects and witnesses, and prepare written summaries of the interviews. The summaries shall be the bases on which to determine the facts of the event.
- 9.4 The following actions should be taken in accordance with the severity of the incident:
  - 9.4.1 The situation **is not dangerous**:
    - separate employees involved and isolate until they are interviewed and their statements are taken;
    - separate witnesses until they are interviewed and their statements are taken; and

- document all actions and statements.

9.4.2 The situation **is dangerous**:

9.2.1.1 contact the Police at;

9.2.1.2 order all those presenting the danger to leave the facility immediately

9.2.1.3 (unless this action must be taken by police/security);

9.2.1.4 do not attempt to physically remove an individual (leave it to the

9.2.1.5 police/security); and

9.2.1.6 document all actions and statements.

9.2 Additional information concerning post incident response and evaluation can be found in Attachment 4, "Incident Response."

## **10.0 RECORDS**

10.1 Records associated with violence in the workplace need to be kept in a permanent, secure, and confidential manner. It shall be the responsibility of the Safety Loss Prevention Audit team to help evaluate security, methods of hazard control, and identify training needs. The following records are important and shall be maintained in accordance with pertinent statutes as part of the violence prevention program;

10.1.1 reports of work injury, including workers' compensation injuries, if necessary;

10.1.2 report for each reported assault, incidents of abuse, verbal attack, or aggressive behavior occurring between persons in the workplace;

10.1.3 police reports of incidents occurring in the workplace;

10.1.4 minutes of safety meetings, records of hazards' analysis, and corrective actions recommended;

10.1.5 violence in the workplace training, including subjects covered, attendees, and qualifications of trainers; and

10.1.6 other appropriate reports.

## **11.0 EVALUATION**



- 11.1 Regular evaluation of safety and security measures affecting the violence prevention program shall be conducted at least annually. At the LCTCS, this evaluation shall be the responsibility of the Loss Prevention Audit Team.
- 11.2 The evaluation program consists of:
  - 11.2.1 reviewing reports and minutes from staff meetings on safety and security issues;
  - 11.2.2 analyzing trends in illness/injury or fatalities caused by violence;
  - 11.2.3 measuring improvement based on lowering the frequency and severity of workplace violence;
  - 11.2.4 surveying employees before and after making job or workplace changes or installing security measures or new systems to determine their effectiveness;
  - 11.2.5 requesting periodic outside review of the workplace for recommendations on improving employee safety; and
  - 11.2.6 interviewing employees who experience hostile situations about the medical treatment received (initially, several weeks later, and several months later).

## **12.0 COMMUNICATION**

- 12.1 At LCTCS, we recognize that to maintain a safe, healthy and secure workplace, we must have open communication among employees, including all levels of supervision, on these issues. The open communication process includes, but is not limited to:
  - 12.1.1 periodic review of this policy with all employees;
  - 12.1.2 discussions of violence in the workplace during scheduled safety meetings;
  - 12.1.3 posting or distributing information on violence in the workplace; and
  - 12.1.4 procedures to inform supervisors about violence in the workplace, hazards, or threats of violence.
- 12.2 The Safety Loss Prevention Audit team shall provide an appropriate place for employees to discuss security concerns with assurance that necessary confidences

will be maintained.

## **13.0 TRAINING AND EDUCATION " \1 2**

### **13.1 At LCTCS,**

13.1.1 all employees, including all levels of supervision, shall have training and instruction on general, job-specific, and work site-specific safety and security practices;

13.1.2 training and instruction shall be provided within one year of policy implementation and regularly thereafter, and

13.1.3 training shall begin with orientation of new employees within three months of employment and regularly thereafter.

13.2 At LCTCS, workplace violence training shall be the responsibility of the Loss Prevention Audit team. {NOTE: For assistance, contact the Office of Risk Management, Loss Prevention Unit, in your geographical area. }

13.3 General violence in the workplace training and instruction address, but are not limited to, the following areas:

13.3.1 explanation of the violence in the workplace policy as established by LCTCS

13.3.2 measures for reporting any violent acts or threats of violence;

13.3.3 recognition of hazards including associated risk factors;

13.3.4 measures to prevent workplace violence, including procedures for reporting workplace hazards or threats to appropriate supervision;

13.3.5 ways to defuse hostile or threatening situations;

13.3.6 measures to summon others for assistance;

13.3.7 routes to escapes available to employees;

13.3.8 procedures for notification of law enforcement authorities when a criminal act may have occurred;

13.3.9 procedures for obtaining emergency medical care in the event of a violent act upon an employee; and

13.3.10 information on securing post-event trauma counseling for those employees desiring or needing such assistance.

#### **14.0 ADDITIONAL INFORMATION CONCERNING WORKPLACE VIOLENCE**

- 14.1 Attachment 5, “Workplace Violence Checklist,” may be used in identifying present or potential workplace violence problems.
- 14.2 Attachment 6, “Recognizing Inappropriate Behavior,” may be helpful in identifying the types of behavior this policy forbids.
- 14.3 Attachment 7, “Personal Conduct To Minimize Violence,” may be helpful to an individual in understanding what he/she might do to prevent violence.

### **ATTACHMENT 1**

#### **WORKPLACE ANALYSIS**

##### **.1 GENERAL**

.1 1 Workplace analysis involves a step-by-step, common-sense look at the workplace

to find existing or potential hazards for workplace violence. This entails reviewing specific procedures or operations that contribute to hazards and specific locales where hazards may develop.

- .1 1 A “Threat Assessment Team,” “Patient Assault Team,” similar task force, or coordinator may assess the vulnerability to workplace violence and determine the appropriate preventive actions to be taken. Implementing the workplace violence prevention program then may be assigned to this group. The team should include representatives from senior management, operations, employee assistance, security, occupational safety and health, legal, and human resources staff.
- .1 1 The team or coordinator can review injury and illness records and workers’ compensation claims to identify patterns of assaults that could be prevented by workplace adaptation, procedural changes, or employee training. As the team or coordinator identifies appropriate controls, these should be instituted.
- .1 1 The recommended program for workplace analysis includes, but is not limited to, analyzing and tracking records, monitoring trends and analyzing incidents, screening surveys, and analyzing workplace security.

## **2.0 WORKPLACE ANALYSIS PROGRAM**

### **2.1 Records Analysis and Tracking**

This activity includes reviewing medical (in as far as permitted), safety, workers’ compensation, and insurance records to pinpoint instances of workplace violence. Scan unit logs and employee and police reports of incidents or near-incidents of assaultive behavior to identify and analyze trends in assaults relative to particular departments, units, job titles, unit activities, work stations, and/or time of day. Tabulate these data to target the frequency and severity of incidents to establish a baseline for measuring improvement.

ATTACHMENT 1  
WORKPLACE ANALYSIS  
PAGE 2 OF 2

### **2.2 Monitoring Trends and Analyzing Incidents**

Contacting similar local businesses, trade associations, and community and civic groups is one way to learn about their experiences with workplace violence and to help identify trends. Use several years of data, if possible, to track trends of injuries and incidents of actual or potential workplace violence.

## 2.3 Workplace Security Analysis

2.3.1 The team or coordinator should periodically inspect the workplace and evaluate employee tasks to identify hazards, conditions, operations, and situations that could lead to violence. The periodic review process should also include employee feedback and follow-up.

2.3.2 To find areas requiring further evaluation, the team or coordinator should:

- Analyze incidents, including the characteristics of assailants and victims, an account of what happened before and during the incident, and the relevant details of the situation and its outcome. When possible, obtain police reports and recommendations.
- Identify jobs or locations with the greatest risk of violence as well as processes and procedures that put employees at risk of assault, including frequency and time/day/date.
- Note high-risk factors; physical risk factors of the building; isolated locations/job activities; lighting problems; lack of phones and other communication devices; areas of easy, unsecured access; and areas with previous security problems.
- Evaluate the effectiveness of existing security measures, including engineering control measures. Determine if risk factors have been reduced or eliminated, and take appropriate action.

2.4 Independent reviewers, such as safety and health professionals, law enforcement or security specialists, insurance safety auditors, and other qualified persons may offer advice to strengthen programs. These experts also can provide fresh perspectives to improve a violence prevention program.

## **ATTACHMENT 2 HAZARD PREVENTION AND CONTROL**

### **1.0 GENERAL**

After hazards of violence are identified through the systematic workplace analysis, the next step is to design measures through engineering or administrative and work practices to prevent or control these hazards. If violence does occur, incident response can be an important tool in preventing future incidents.

## **2.0 ENGINEERING CONTROLS AND WORKPLACE ADAPTATION**

- 2.1 Engineering controls, for example, remove the hazard from the workplace or create a barrier between the worker and the hazard. There are several measures that can effectively prevent or control workplace hazards, such as those actions presented in the following paragraphs. The selection of any measure should be based upon the hazards identified in the workplace security analysis of each facility.
  - 2.1.1 Assess any plans for new construction or physical changes to the facility or workplace to eliminate or reduce security hazards.
  - 2.1.2 Install and regularly maintain alarm systems and other security devices, panic buttons, hand-held alarms or noise devices, cellular phones, and private channel radios where risk is apparent or may be anticipated; and arrange for a reliable response system when an alarm is triggered.
  - 2.1.3 Provide metal detectors—installed or hand-held, where appropriate—to identify guns, knives or other weapons, according to the recommendations of security consultants.
  - 2.1.4 Use a closed-circuit video recording for high-risk areas on a 24-hour basis. Public safety is a greater concern than privacy in these situations.
  - 2.1.5 Place curved mirrors at hallway intersections or concealed areas.
  - 2.1.6 Enclose public service areas.
  - 2.1.7 Provide employee “safe rooms” for use during emergencies.
  - 2.1.8 Provide waiting areas designed to maximize comfort and minimize stress.

ATTACHMENT 2  
HAZARD PREVENTION AND CONTROL  
PAGE 2 OF 4

- 3.1.10 Lock all unused doors to limit access in accordance with fire codes.
- 3.1.10 Install bright, effective lighting indoors and outdoors.
- 3.1.11 Replace burned-out lights, broken windows, and locks.

3.1.12 Keep automobiles well-maintained. Always lock automobiles.

### **3.0 ADMINISTRATIVE AND WORK PRACTICE TOOLS**

3.1 Administrative and work practice controls affect the way jobs or tasks are performed. The following examples illustrate how changes in work practices and administrative procedures can help prevent violent incidents.

3.1.1 State clearly to employees that violence is not permitted or tolerated.

3.1.2 Establish liaisons with local police and state prosecutors. Report all incidents of violence. Provide police with physical layouts of facilities to expedite investigations.

3.1.3 Require employees to report all assaults or threats to a supervisor or manager (e.g., can be confidential). Keep log books and reports of such incidents to help in determining any necessary actions to prevent further occurrences.

3.1.4 If needed, advise and assist employees of procedures for requesting police assistance or filing charges when assaulted.

3.1.5 Provide management support during emergencies. Respond promptly to all complaints.

3.1.10 Set up a trained response team to respond to emergencies.

ATTACHMENT 2  
HAZARD PREVENTION AND CONTROL  
PAGE 3 OF 4

3.1.7 Use properly trained security/police officers, when necessary, to deal with aggressive behavior, or dial 911 or 9-911, as appropriate. Follow written security procedures.

3.1.8 Ensure adequate and qualified staff coverage at all times, taking into account the times of greatest risk .

3.1.9 Prohibit employees from working alone in areas of substantial risk,

particularly at night or when assistance is unavailable.

- 3.1.10 Establish policies and procedures for secured areas and emergency evacuations.
- 3.1.11 Institute a sign-in procedure with passes for visitors.
- 3.1.12 Periodically survey the facility to remove tools or possessions left by visitors or maintenance staff which could be used inappropriately.
- 3.1.13 Provide staff with identification badges, preferably without last names, to readily verify employment.
- 3.1.14 Provide staff members with security escorts to parking areas in evening or late hours. Parking areas should be highly visible, well-lighted, and safely accessible to the building.

**ATTACHMENT 3  
VIOLENCE INCIDENT STATEMENT**

NOTE: The contents of this document shall be kept confidential with its contents released only to individuals with a legitimate need to know or unless it becomes public record by virtue of an appeal to a court or other adjudicative body.

<b>VIOLENCE INCIDENT STATEMENT</b>			
<b>Date of Incident</b>		<b>Place of Incident</b>	
<b>Time Incident Began</b>		<b>Time Incident Ended</b>	
<b>Name of Person Making Statement</b>		<b>Phone No.</b>	



Title		Work Station	
Detail description of incident. Answer the questions WHO, WHAT, WHEN, WHERE, HOW, and WHY. (If necessary, continue on plain paper; attach sheets.) Completed statement should be forwarded to appropriate personnel.			
<b>Report Completed By:</b>		<b>Date</b>	

**ATTACHMENT 4  
INCIDENT RESPONSE**

Incident response and evaluation are essential to an effective violence prevention program. In accordance with existing statutes, all workplace violence programs should provide comprehensive assistance for victimized employees and employees who may be affected by witnessing a workplace violence incident.

Victims of workplace violence may suffer a variety of consequences in addition to their actual physical injuries. These could include short and long-term psychological trauma, fear of returning to work, changes in relationships with co-workers and family, feelings of incompetence, guilt, powerlessness, and fear of criticism. Consequently, a strong follow-up program for these employees

will help them to deal with these problems.

There are several types of assistance that could be incorporated into the post-incident response. For example, trauma-crisis counseling, critical incident stress debriefing, or employee assistance programs may be provided to assist victims. Certified employee assistance professionals, psychologists, psychiatrists, clinical nurse specialists, or social workers could provide this counseling; or the employer can refer staff victims to an outside expert. In addition, an employee counseling service, peer counseling, or support groups may be established.

In any case, persons assigned to respond to incidents of violence must be well trained and have a good understanding of the issues and consequences of assaults and other aggressive, violent behavior. Appropriate and promptly rendered incident debriefings and counseling should reduce psychological trauma and general stress levels among victims and witnesses. In addition, appropriate response educates staff about workplace violence and positively influences the workplace.

## **ATTACHMENT 5 WORKPLACE VIOLENCE CHECKLIST**

The following items serve merely as an example of what might be used or modified by employers to help prevent workplace violence.

This checklist helps identify present or potential workplace violence problems. Employers also may be aware of other serious hazards not listed here.

Designated competent and responsible observers can readily make periodic inspections to identify and evaluate workplace security hazards and threats of workplace violence. These inspections should be scheduled on a regular basis; when new, previously unidentified security hazards are recognized; when occupational deaths, injuries, or threats of injury occur, when a safety, health and security

program is established; and whenever workplace security conditions warrant an inspection.

Periodic inspections for security hazards include identifying and evaluating potential workplace security hazards and changes in employee work practices which may lead to compromising security. Please use the following checklist to identify and evaluate workplace security hazards. **TRUE** notations indicate a potential risk for serious security hazards:

- T F This industry frequently confronts violent behavior and assaults of staff.
- T F Violence occurs regularly where this facility is located.
- T F Violence has occurred on the premises or in conducting business.
- T F Customers, clients, or coworkers assault, threaten, yell, push, or verbally abuse employees or use racial or sexual remarks.
- T F Employees are NOT required to report to the employer incidents or threats of violence, regardless of injury or severity.
- T F Employees have NOT been trained by the employer to recognize and handle threatening, aggressive, or violent behavior.
- T F Violence is accepted as “part of the job” by some managers, supervisors, and/or employees.
- T F Access and freedom of movement within the workplace are NOT restricted to those persons who have a legitimate reason for being there.

ATTACHMENT 5  
WORKPLACE VIOLENCE CHECKLIST  
PAGE 2 OF 2

- T F The workplace security system is inadequate – i.e., door locks malfunction, windows are not secure, and there are no physical barriers or containment systems.
- T F Medical and counseling services have NOT been made available to employees who have been assaulted.
- T F Alarm systems such as panic alarm buttons, silent alarms, or personal electronic alarm systems are NOT being used for prompt security assistance.

- T F There is no regular training provided on correct response to alarm sounding.
- T F Alarm systems are NOT tested on a monthly basis to assure correct function.
- T F Security guards are NOT employed at the workplace.
- T F Closed circuit cameras and mirrors are NOT used to monitor dangerous areas.
- T F Metal detectors are NOT available or NOT used in the facility.
- T F Employees have NOT been trained to recognize and control hostile and escalating aggressive behaviors, and to manage assaultive behavior.
- T F Employees CANNOT adjust work schedules to use the “Buddy system” for visits to clients in areas where they feel threatened.
- T F Cellular phones or other communication devices are NOT made available to field staff to enable them to request aid.
- T F Vehicles are NOT maintained on a regular basis to ensure reliability and safety.
- T F Employees work where assistance is NOT quickly available.

## **ATTACHMENT 6 RECOGNIZING INAPPROPRIATE BEHAVIOR**

Inappropriate behavior is often a warning sign of potential hostility or violence. When left unchecked it can escalate to higher levels. Employees who exhibit the following behaviors should be reported and disciplined in accordance with the organization’s policies:

- ! Unwelcome name-calling, obscene language, and other abusive behavior.
- ! Intimidation through direct or veiled threats.
- ! Throwing objects in the workplace regardless of the size or type of object being thrown or whether a person is the target of a thrown object.

- ! Physically touching another employee in an intimidating, malicious, or sexually harassing manner. That includes such acts as hitting, slapping, poking, kicking, pinching, grabbing, and pushing.
- ! Physically intimidating others including such acts as obscene gestures, “getting in your face,” and fist-shaking.

## **ATTACHMENT 7 PERSONAL CONDUCT TO MINIMIZE VIOLENCE**

Follow these suggestions in your daily interactions with people to defuse potentially violent situations. If at any time a person's behavior starts to escalate beyond your comfort zone, withdraw from the situation.

### **Do**

- ! Project calmness: move and speak slowly, quietly, and confidently.
- ! Be a good listener: encourage the person to talk, and listen patiently.
- ! Focus your attention on the other person to demonstrate your interest in what he/she has to say.
- ! Maintain a relaxed yet attentive posture and position yourself at an angle rather than directly in front of the other person.
- ! Acknowledge the person's feelings by gestures such as nodding your head.
- ! Ask the person to move to a less public, quiet area, if appropriate.
- ! Establish ground rules if unreasonable behavior persists. Calmly describe the consequences of any violent behavior.
- ! Use delaying tactics which will give the person time to calm down. For example, offer a drink of water (in a disposable cup).
- ! Be reassuring and point out choices. Identify and deal with specific issues.
- ! Accept criticism in a professional manner.
- ! Ask for his/her recommendations. Repeat back to him/her what you feel he/she is requesting of you.
- ! Position yourself so that a visitor cannot block your access to an exit.

ATTACHMENT 7  
PERSONAL CONDUCT TO MINIMIZE VIOLENCE  
PAGE 2 OF 2

**Do Not**

- ! Make false statements or promises you cannot keep.
- ! Try to impart a lot of technical or complicated information when emotions are high.
- ! Take sides or agree with distortions.
- ! Invade the individual's personal space. Make sure there is a space of 3' to 6' between you and the person.
- ! Use styles of communication which generate hostility such as apathy, brush off, coldness, condescension, robotism, going strictly by the rules, or giving the run-around.
- ! Reject all of an individual's demands from the start.
- ! Pose in challenging stances such as standing directly opposite someone, hands on hips or crossing your arms. Avoid any physical contact, finger-pointing, or long periods of fixed eye contact.
- ! Make sudden movements which can be seen as threatening. Notice the tone, volume, and rate of your speech.
- ! Challenge, threaten, or dare the individual. Never belittle the person or make him/her feel foolish.
- ! Criticize or act impatiently toward the agitated individual.
- ! Attempt to bargain with a threatening individual.
- ! Try to make the situation seem less serious than it is.

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# **Louisiana Community & Technical College System**

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## **POLICY OF NON-DISCRIMINATION ON THE BASIS**

### **OF**

### **DISABILITY**

### **(AMERICAN WITH DISABILITIES ACT)**

The Louisiana Community and Technical College System does not discriminate on the basis of disability in the admission or access to, or treatment or employment in, its program or activities.

### **INTRODUCTION**

The purpose of the Americans with Disabilities Act (ADA), PL 101-336, is to extend to people with disabilities civil rights similar to those now available on the basis of race, color, national origin, sex and religion through the Civil Rights Act of 1964. It prohibits discrimination on the basis of disability in:

- " private sector training and employment;
- " services rendered by state and local government;
- " places of public accommodation;
- " transportation;
- " telecommunications relay services.

### **THE ADA SAYS . . .**

No covered entity shall discriminate against a qualified individual with a disability in regard to recruitment, job training, job application procedures, the hiring, advancement; and other terms, conditions, and privileges of employment.



## **OBJECTIVES**

- To prohibit discrimination in recruitment, job training and employment.
- To provide reasonable accommodations which includes adjustments to assure that a qualified individual with a disability has the same rights and privileges in training and employment as non-disabled persons.
- To provide appropriate auxiliary aides, and services such as qualified interpreters, assistive listening devices, note takers and written material for individuals with hearing impairment, qualified readers, taped texts, and Brailled or large print materials for individual with vision impairments.
- To include the purpose of the Americans with Disabilities Act (ADA), PL 101-336 on all publications.
- To evaluate this facility on a semi-annual basis to assure that building standards are in compliance with ADA guidelines.
- To assure that those persons with known disabilities are assigned someone during fire and tornado drills or in the event of actual emergencies.

## **AMERICAN DISABILITIES ACT GRIEVANCE PROCEDURE**

The LCTCS grievance procedure provides prompt and equitable resolution of complaints alleging any action prohibited by the United States Department of Justice regulations implementing Title II of the Americans Disabilities Act.

Complaints shall be addressed to Tiffany Snell, Special Populations Compliance Officer, (225) 219-8700, who has been designated to coordinate ADA compliance efforts.

- A complaint should be filed in writing or verbally and contain the name and address of the person filing it, and briefly describe the alleged violation of the regulations.
- The complaint must be filed within five days after the complainant becomes aware of the alleged violation.
- An investigation, as may be appropriate, shall follow the filing of a complaint. The investigation shall be conducted by a committee to consist of the following staff members: Special Populations Compliance Officer, Human Resources Coordinator, Safety Coordinator and Assistant Vice Chancellor for Faculty and Staff.
- This formal, but thorough investigation, will afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to the complaint.
- Findings and recommendations pertaining to the investigation will be forwarded to the LCTCS system president within two (2) working days of completion of the investigation.
- A written determination as to the validity of the complaint and a description of the resolution, if any, shall be issued by the LCTCS system president and a certified copy forwarded to the complainant within ten (10) working days of the receipt of the findings from the investigating committee.
- The Special Populations Compliance Officer shall maintain the files and records of LCTCS relating to the complaints filed.

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# LOUISIANA COMMUNITY AND TECHNICAL COLLEGE SYSTEM HUMAN RESOURCES POLICY REGARDING HARASSMENT

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## Approved by the Board of Supervisors on June 13, 2001

Harassment, including sexual harassment, is prohibited by the Equal Employment Opportunity Commission, the Office for Civil Rights and state regulations (*R.S. 23:301, 312, 332*), and therefore, it is the policy of LCTCS that unlawful harassment of employees and students is prohibited.

**Harassment** is physical, verbal and visual conduct that creates an intimidating, offensive, or hostile environment, which interferes with work performance. This includes harassment because of race, sex, sexual orientation, religious creed, color, national origin, ancestry, disability or medical condition, age, or any other basis protected by federal, state or local law, ordinance or regulation.

**Sexual Harassment** is defined by the Equal Employment Opportunity Commission as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature... when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose and effect of unreasonably interfering with an individual's work performance *or* creating an intimidating, hostile or offensive working environment.

*LCTCS applies this definition to the areas of academic advancement, academic standing or academic performance.*

Workplace harassment infringes on employees' right to a comfortable work environment, and it is a form of misconduct that undermines the integrity of the employment relationship. No employee – male or female – should be subjected to unsolicited and unwelcome overtures or conduct, either verbally, visually, physically or electronically transmitted. Although this list is not all-inclusive, examples of conduct that is prohibited includes:

- *Taking any personnel action on the basis of an employee's submission to or refusal of sexual overtures*
- *Unwelcome or unwanted conversations*
- *Unwelcome or unwanted touching*
- *Continued or repeated verbal abuse of a sexual nature*
- *Explicit or degrading verbal comments, suggestions, or slurs about another individual or his/her appearance*
- *Offensive comments regarding sexual or private matters*
- *Display of sexually suggestive pictures, objects*

- *Offensive jokes*
- *Verbal abuse, comments, names or slurs that in any way relate to an individual's race, color, sex, sexual orientation, age, religion, national origin or disability*
- *Any other offensive or abusive physical, visual or verbal conduct*

This policy applies to all members of the LCTCS Board of Supervisors, unclassified employees, students, supervisors, managers, faculty, vendors, and all other individuals doing business with LCTCS. It is the policy of LCTCS that no member of the LCTCS community may harass another. This includes harassment of an employee by another employee, of a student by an employee, of an employee by a student, of a student by another student. Additionally, under appropriate circumstances, LCTCS may take action to protect its employees and students from harassment, on LCTCS property or at LCTCS-sponsored events, by individuals who are not students or employees of LCTCS.

A complaint of harassment should be presented as promptly as possible after the alleged harassment occurs. Any employee who believes he/she is the subject of harassment or who has knowledge of harassing behavior must report such conduct to their direct supervisor, and the institution's human resource department. All institutions are required to develop a system of recording all formal written complaints to be submitted and kept on file in the institution Chancellor's office and in the office of the system president for the LCTCS system office staff. Any student who believes he/she is the subject of harassment or who has knowledge of harassing behavior must report such conduct to student affairs personnel. He/she also may submit a complaint to the institution's Chancellor. No student or employee is required to report or make a complaint of harassment to the person who is allegedly engaging in the problematic conduct. In the event that an individual feels uncomfortable making a complaint at the institution level, such complaint may be made at the system level with the LCTCS Director of Human Resources (225-219-8700), Louisiana Community and Technical College System, 822 Neosho Avenue, Baton Rouge, Louisiana 70802. Each campus is required to provide to employees and students a copy of this policy and post a poster with contact list identifying individual names, titles, physical location and telephone number where complaints may be filed.

Complaints of harassment will be investigated promptly and in as impartial and confidential a manner as possible. A member of human resources will conduct investigations, unless otherwise deemed necessary, in order to assure an impartial and confidential investigation. LCTCS will not tolerate any type of discipline or retaliation, direct or indirect, against any employee or other person who, in good faith, files a complaint of or responds to questions in regard to having witnessed prohibited harassment. False charges are treated as serious offenses and may result in disciplinary and/or civil action.

Any employee or member of management who is found, after appropriate investigation, to have engaged in harassing conduct is subject to appropriate disciplinary action up to and including termination of employment and/or student standing per the institution's policies in place governing students.

**Discrimination/Harassment Complaint Form**

Name of Complainant: \_\_\_\_\_ Date form completed: \_\_\_\_\_

Department/Institution: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

1. Charge of discrimination based on:

- Race/Color
- Sexual Orientation
- National Origin/Ancestry
- Age
- Sex
- Religious Creed
- Disability or Medical Condition
- Other \_\_\_\_\_

2. Statement of Discrimination/Harassment, please provide the following information (use an attached sheet if necessary):

- 1) Date(s), time(s), and location(s) of the incident/incidences that took place
- 2) Description of each incident: e.g., was any physical contact made?, what was said and/or done?, etc.
- 3) Name(s) of anyone present during each incident
- 4) Anyone with whom you've discussed the incident/incidences

Comments:

Complainant Signature: \_\_\_\_\_ Date : \_\_\_\_\_

Complaint Recipient Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Poster**  
**Louisiana Community and Technical College System**

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**HUMAN RESOURCES POLICY REGARDING HARASSMENT**

Harassment, including sexual harassment, is prohibited by the Equal Employment Opportunity Commission, the Office for Civil Rights and state regulations. Therefore, it is the policy of LCTCS that unlawful harassment of employees and students is prohibited.

**Harassment** is physical, verbal and visual conduct that creates an intimidating, offensive, or hostile environment, which interferes with work performance. This includes harassment because of race, sex, sexual orientation, religious creed, color, national origin, ancestry, disability or medical condition, age, or any other basis protected by federal, state or local law, ordinance or regulation.

**Sexual Harassment** is defined as:

Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature...when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual’s employment, (2) submission or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose and effect of unreasonably interfering with an individual’s work performance or creating an intimidating , hostile or offensive working environment.

LCTCS applies this definition to the areas of academic advancement, academic standing or academic performance.

No student or employee is required to report or make a complaint of harassment to the person who is allegedly engaging in the problematic conduct. Complaints should be presented as promptly as possible after the alleged harassment occurs through the following avenues for this institution.

Employee: Your direct supervisor and Human Resources contact at:

\_\_\_\_\_

Student: Student affairs personnel at: \_\_\_\_\_

Chancellor \_\_\_\_\_

LCTCS Director of Human Resources (225-219-8700), Louisiana Community & Technical College System, 822 Neosho Avenue, Baton Rouge, LA 70802

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## LCTCS HARASSMENT COMPLAINT INVESTIGATION FORM

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**Investigator:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Complainant:** \_\_\_\_\_ **Location/Dept:** \_\_\_\_\_

- Take the complaint seriously and inform Director of Human Resources
- Make arrangements to conduct investigation immediately – don't delay. **Assure that the complainant is comfortable with the person(s) assigned to conduct the investigation.**
- Determine appropriate person to conduct the investigation.
- Have a witness during the investigation.
- Document the facts each step of the investigation beginning with initial complaint.
- Maintain the confidentiality of the investigation – limit to those involved and those with a need to know.

**1. Interview the complainant:** Explore the allegations thoroughly

- Who was the alleged harasser?
- What is your relationship with the accused (i.e. subordinate, co-worker, personal friend)?
- What exactly happened/nature of the harassment (comments, touching)?
- When and where did the incident(s) occur? Be specific: dates & times.
- Was the incident limited to one instance or was it continuing in nature? Explain.
- How did you react to the incident(s)?
- What did you tell the alleged harasser?
- Can any witnesses be identified (I may need to speak to them)?
- Is there any other evidence of the incident occurring?
- Are you aware of any other employees that may have experienced the same or similar...?
- Why the delay in reporting the incident (if not immediate)?
- Are you aware of the system's harassment policy (provide a copy)
- Was there a specific reason for the harassment, i.e. intimidation, retaliation, or attraction?
- How were you and your work affected by this?

- Did you discuss the incident with anyone else?
- What is your desired result?
- Offer Employee Assistance Program assistance at this time, if appropriate.
- Express a genuine concern and assure the employee that you will take the complaint seriously.
- Inform him/her that retaliation will not be tolerated, and that you will follow up after the investigation.
- Instruct him/her to keep the incident & contents of discussion confidential as to not impede the investigation.

## **2. Interview the Alleged Harasser:**

- Determine if any past problems in this or other areas.
- Inform the accused/alleged harasser of the claim (as specific as necessary) and afford an opportunity to respond to the allegations.
- Listen and document carefully.
- Are you aware of the system's harassment policy? (give a copy)
- Are there any witnesses to substantiate his/her position?
- What is your relationship with the complainant?
- Communicate **NO** tolerance of retaliation, i.e. mistreatment of the complainant
- Be sensitive, yet firm
- Let him/her know how you intend to proceed and that confidentiality will be maintained to the extent possible, keeping the investigation on a need to know basis.
- Instruct him/her to keep the incident & contents of discussion confidential as to not impede the investigation.

## **3. Resolve the complaint**

- Interview witnesses (consider whether to interview before or after the alleged harasser).
- Was policy violated?
- Was conduct of a sexual nature? Was the sexual conduct unwelcome?
- Was harassment *quid pro quo* or *hostile work environment*?
- Was the complainant a participant?
- What is the emotional character of the complainant? Should EAP assistance be offered?



- What is the accused/alleged harasser's emotional character?
  - How does the complainant want it handled?
- 4. Follow up:**
- With the complainant, accused/alleged harasser, witnesses, or anyone else who has an ***absolute need to know***.
  - Apply appropriate disciplinary action.

FAILURE TO INVESTIGATE PROMPTLY AND TAKE PROMPT REMEDIAL  
ACTION MAY SUBJECT EMPLOYER TO LIABILITY